

NATHANIEL ROSS

Los Angeles, CA 90020 • (925) 482-4655 • Nathanross368@gmail.com

SUMMARY

Multi-talented professional with experience as a technical consultant, office manager, and server. Excellent history of providing impeccable customer service and generating sales to increase company revenue. Key strengths include communication, collaboration, time management, and problem-solving.

EXPERIENCE

2018 – Present

C.O.D. Restaurant

West Hollywood, CA

Waiter

- Provide superior customer service and maintain knowledge of all menu items and specials for a busy restaurant in West Hollywood, CA
- Display a positive attitude at all times and utilize communication, collaboration, and problem-solving skills to exceed customer expectations on a nightly basis

2016 – Present

Self-Employed

Concord, CA

Technical Consultant

- Acquire corporate clients and e-commerce websites through various marketing techniques to sell Magento software and other IT products
- Completed over 100 cold calls each day for a total of 15,000 outreach calls in under six months leading to multiple client contracts worth over \$160K
- Oversaw the entire sales process from cold calling and scheduling consultations to closing each sales process

2018 – 2018

Titanium Blockchain Infrastructure Services, Inc

Los Angeles, CA

Office Manager

- Created reports and visual aids for all office meetings using Microsoft Word, PowerPoint, and Excel to display current business trends and pertinent data for a cloud computing company
- Recruited and hired six office associates and developed Standard Operating Procedures for all administrative employees
- Managed office inventory, ordered new supplies, completed requisitions, and received shipments

2017 – 2018

Garth McKeown Plumbing

Los Angeles, CA

Plumber's Apprentice

- Reviewed architect plans and consulted with clients to gain a better understanding of the scope and objective of each project for a professional plumber
- Assumed additional responsibilities and worked extended hours, resulting in sales of over \$60K in less than three months
- Diagnosed problems and suggested ideas to resolve them while communicating any operational issues and all changes to the project with the supervisor first

2017 – 2017

Koala T Cafe

Los Angeles, CA

Server

- Implemented excellent customer service, maintained current knowledge of constantly changing menu items and specials, and kept the dining room neat and organized for a busy local cafe
- Utilized communication, team collaboration, and problem-solving skills to offer a unique dining experience

2014 – 2016

McDonald's

Folsom, CA

Manager

- Oversaw and managed a weekly schedule of projects and met with store associates to establish realistic sales goals and business objectives for the month

- Addressed all concerns, complaints, and grievances with each customer immediately to resolve any issues and improve the business

EDUCATION

Diablo Valley College

Pleasant Hill, CA

Double Major in Business and English (2015)



Multiple Choice (6 points)

- 1) Carbonation _____ the rate of intoxication.
a) Slows down
☒ b) Speeds up
c) Does nothing to
- 2) What are the six most commonly used spirits?
a) Sweet and Sour, Triple Sec, Grenadine, Midori, Lime Juice and Cranberry Juice
☒ b) Vodka, Whiskey, Gin, Bourbon, Rum and Tequila
c) Chardonnay, Cabernet Sauvignon, Champagne, Merlot, Sauvignon Blanc, Zinfandel
d) Kahlua, Vodka, Frangelico, Gin, Tequila, Spiced Rum
- 3) You can accept an expired ID as long as all other information is correct.
a) True
☒ b) False
- 4) If someone has had too much to drink, serving them coffee will help sober them up.
a) True
☒ b) False
- 5) What are the acceptable forms of ID for Alcohol Consumption?
a) State or Government Issued ID Card or Drivers License
b) Passport or Passport ID Card (as long as it lists the person's date of birth)
c) School ID or Birth Certificate
☒ d) A & B
e) A, B & C
- 6) If there is no shaker tin available to scoop ice for a drink, it is okay to use a glass.
☒ a) True
☒ b) False

2
94%

Vocabulary (9 points)

Match the word to its definition

C "Straight Up"

F Shaker Tin

I "Neat"

A Muddler

B Strainer

E Jigger

G Bar Mat

D "Float"

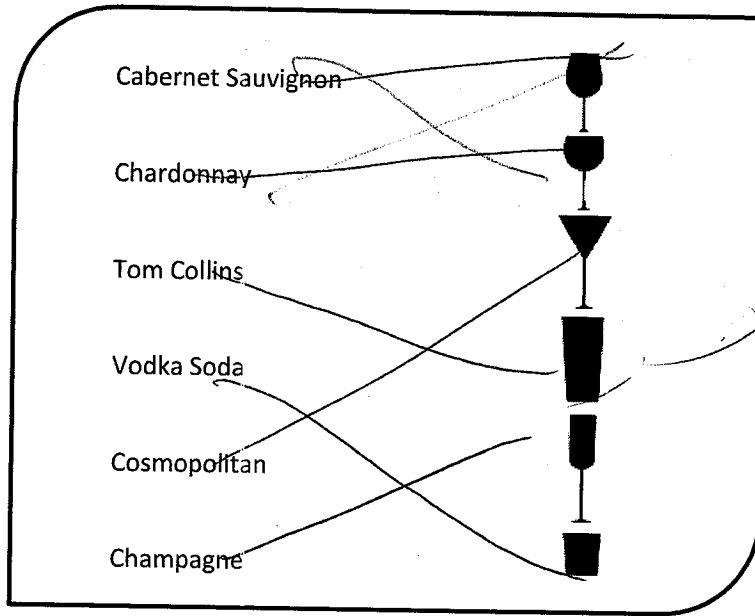
H "Back"

- a.) Used to crush fruits and herbs for craft cocktail making
- ~~b.)~~ Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured
- c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice
- d.) To pour ½ oz of a liquor on top
- ~~e.)~~ Used to measure the alcohol and mixer for a drink
- ~~f.)~~ Used to mix cocktails along with a pint glass and ice
- ~~g.)~~ Used on the bar top to gather spills
- h.) Requesting a separate glass of another drink
- ~~h.)~~ Means to serve spirit room temperature in a rocks glass with no ice



Glassware (6 points)

Match the correct glass to the drink



Answer and Question (14 points)

Provide examples of 3 brand name "top shelf" spirits (3 points): Don Julio grey goose hendrick's

What are the ingredients in a Manhattan? cherry Angostura bitters 202 rye 3/4 red

What are the ingredients in a Cosmopolitan? lime juice cranberry cointreau vodka vermouth

What are the ingredients in a Long Island Iced Tea? vodka rum white gin 1 oz lemon lemon

What makes a margarita a "Cadillac"? top self and grand mania

What is simple syrup? dissolved sugar

Is it legal to pour liquor from one bottle into another? What is this called? (2 points)

yes as long as it's the same brand

What should you do if you break a glass in the ice? melt ice then clean out

When is it OK to have an alcoholic beverage while working? QA

What does it mean when a customer orders their cocktail "dirty"? adding extra change fast

What are the ingredients in a Margarita? tequila lemon lime



THE SERVICE
COMPANIES

SERVICE. ABOVE ALL

Name _____

Servers Test

Score 27 / 35

Multiple Choice

- 1) Food is served on what side with what hand?
a) On the left side with the left hand
b) On the left side with the right hand
c) On the right side with the left hand
d) On the right side with the right hand
- 2) Drinks are served on what side with what hand?
a) On the left side with the left hand
b) On the left side with the right hand
c) On the right side with the left hand
d) On the right side with the right hand
- 3) Food and drinks are removed on what side with what hand?
a) On the left side with the left hand
b) On the left side with the right hand
c) On the right side with the left hand
d) On the right side with the right hand
- 4) What part of a glass should you handle at all times?
a) The stem
b) The widest part of the glass
c) The top
- 5) When you are setting a dining room how should you set up your tablecloths?
a) Neatly and evenly across the tables
b) The creases should all be going in the same directions
c) The chairs should be centered and gently touching the table cloth
d) All of the above
- 6) If you bring the wrong entrée to a guest what should you do?
a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
b) Inform the guests that you will bring the correct entrée once everyone else in the dining room is served
c) Try to convince the guests to eat what you brought them
d) Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

8
77%

Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <u>E</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>D</u> Queen Mary | B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron) |
| <u>A</u> Chaffing Dish | C. Used to hold a large tray on the dining floor |
| <u>B</u> French Passing | D. Area for dirty dishware and glasses |
| <u>G</u> Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | F. Used to open bottles of wine |
| <u>C</u> Tray Jack | G. Style of dining in which the courses come out one at a time |



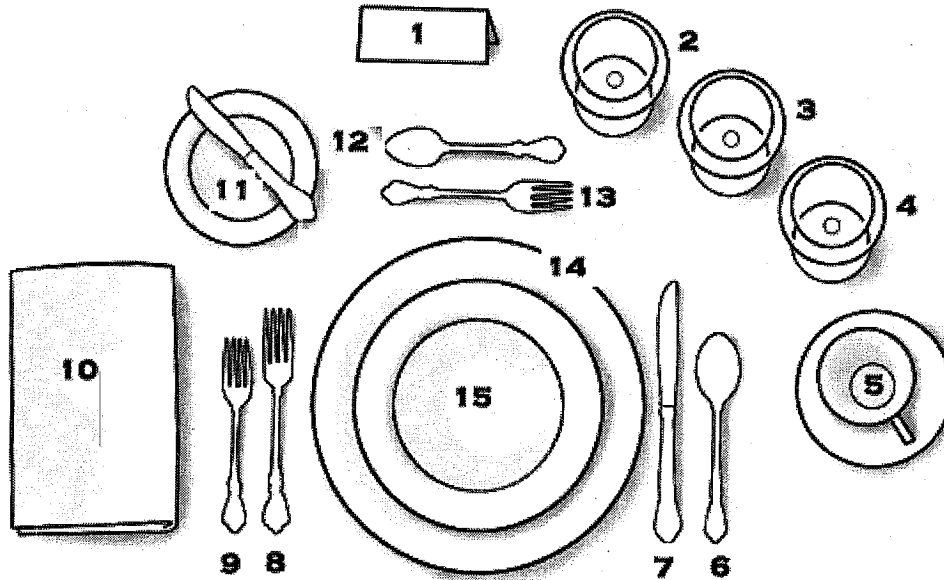
**THE SERVICE
COMPANIES**

SERVICE. ABOVE ALL

Name Nathan

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

<u>10</u>	Napkin	<u>8</u>	Dinner Fork
<u>11</u>	Bread Plate and Knife	<u>3</u>	Tea or Coffee Cup and Saucer
<u>1</u>	Name Place Card	<u>7</u>	Dinner Knife
<u>12</u>	Teaspoon	<u>2</u> 4	Wine Glass (Red)
<u>13</u>	Dessert Fork	<u>9</u>	Salad Fork
<u>6</u>	Soup Spoon	<u>14</u>	Service Plate
<u>15</u>	Salad Plate	<u>3</u>	Wine Glass (White)
<u>4</u> 2	Water Glass		

Fill in the Blank

- The utensils are placed 6 in inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? cream and sugar
- Synchronized service is when: Everything gets set out at the same pace
- What is generally indicated on the name placard other than the name? seating position
- The Protein on a plate is typically served at what hour on the clock? ?
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? talk to Expeditor or manager