

Dennis Nelson

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Objective

Dedicated to providing a pleasurable dining experience with natural poise and comfortable demeanor.

Service Profile

- Incredible memory with the proven ability to quickly learn all aspects of new menus and specialties.
- Reputation for putting guests at ease, handling large crowds, and maintaining composure in stressful situations.
- Can handle lifting and carrying large amounts of food safely, securely, and gracefully with ease.
- Dedicated to maintaining a clean dining room/bar and adhering to all safety legal standards.
- Comprehensive knowledge of alcoholic beverage mixing and serving with +2 years of experience.
- History of providing clear, polite, and positive communication with diverse guests and co-workers to ensure seamless order placement.
- Natural born leader through means of hard work and team work.

Experience

The Henry West Hollywood (Fox Restaurant Concepts)

Bartender / March 2018 – September 2019

- Opened a very profitable, fast paced, popular new restaurant in the heart of West Hollywood / Beverly Hills.
- Memorize a very extensive list of craft cocktails while also maintaining a full-service bar for breakfast, lunch and dinner.
- Handle high volume tickets in the service well.
- Prep very specific recipes for craft syrups, juices, and sodas.
- Maintain appearance of professionalism with a smile at ALL times. And had fun doing it.
- Guests are served from the right, cleared from the left.
- Guests are marked for every course with utensil or setting.

North Italia Santa Monica (Fox Restaurant Concepts)

Lead Bartender / May 2017 - March 2018

- Opened one of the busiest restaurants in a multi-million dollar restaurant group.
- Served in face paced, high volume rushes, while maintaining composure and clean work space.
- Built a regular clientele that would go on to follow me to my next restaurant opening.
- Spread positivity throughout restaurant, front and back of house.

Rock'N Fish (Zisli's Group)

Server / April 2015 - January 2017

- Greet customers with warm presence and extend personal pleasure to have the opportunity to serve them.
- Be prompt and thorough in taking orders, and repeating back to customers with their exact requests.
- Always write down every order.
- Guests will be served from the right and cleared from the left.
- Every table is to be marked with the proper utensil before the course is served.
- Thank guests sincerely and welcome them back another time.

Rock & Brews (Zisli's Group)

Bartender / July 2014 - December 2016

- Required to know the tasting notes of ever-changing tap handles of craft beers (over 56 on draft).
- Handle entire restaurant as own personal section.
- Excellent place of work to shine through team work; no one gets anywhere without it here.
- HANDLE EXTREME VOLUME.

Business References

Alesandra Johnson T: 847.271.9999 Anthony Devereaux T: 573.230.5469 Chelsea Cassis T: 424.204.4833



THE SERVICE
COMPANIES

SERVICE. ABOVE ALL

Name DENNIS NELSON

Servers Test

Scores 35

Multiple Choice

100%

A

- 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

D

- 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

D

- 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

A

- 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

D

- 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

D

- 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

Match the Correct Vocabulary

D

Scullery

E

Queen Mary

A

Chaffing Dish

B

French Passing

G

Russian Service

F

Corkscrew

C

Tray Jack

- ~~A.~~ Metal buffet device used to keep food warm by heating it over warmed water
- ~~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)
- ~~C.~~ Used to hold a large tray on the dining floor
- ~~D.~~ Area for dirty dishware and glasses
- ~~E.~~ Large metal shelving unit for prepared food to be held or for dirty trays to be stored
- ~~F.~~ Used to open bottles of wine
- ~~G.~~ Style of dining in which the courses come out one at a time



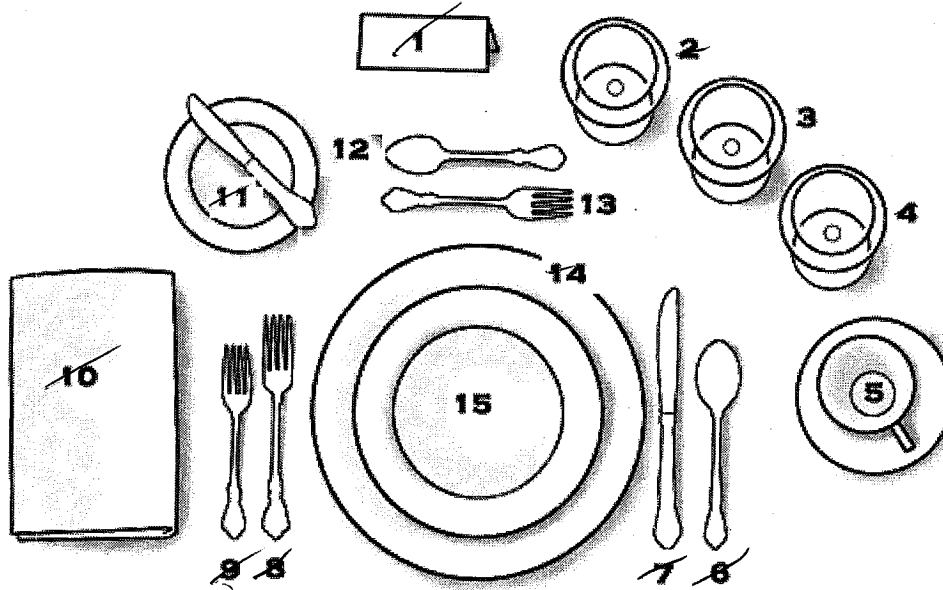
**THE SERVICE
COMPANIES**

SERVICE. ABOVE ALL

Name DENNIS NELSON

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>5</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>	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>	Water Glass		

Fill in the Blank

- The utensils are placed 2 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar & spoon (cream)
- Synchronized service is when: All food is out and served @ same time
- What is generally indicated on the name placard other than the name? Food items
- The Protein on a plate is typically served at what hour on the clock? 10
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Ask About Allergies - Relay to kitchen



Multiple Choice (6 points)

2.5
93%

- B 1) Carbonation _____ the rate of intoxication.
a) Slows down
b) Speeds up
c) Does nothing to
- B 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
- B 3) You can accept an expired ID as long as all other information is correct.
a) True
b) False
- A 4) If someone has had too much to drink, serving them coffee will help sober them up.
a) True
b) False
- D 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
- B 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

Vocabulary (9 points)

Match the word to its definition

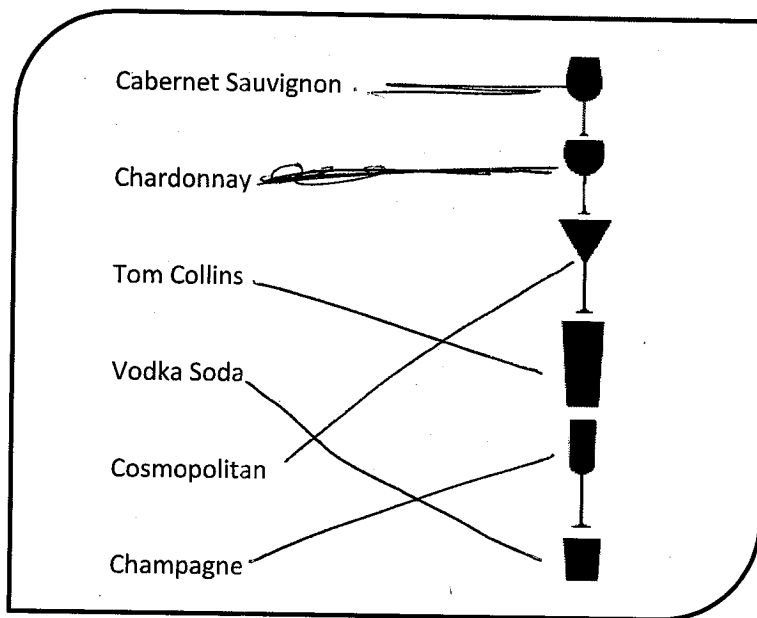
- C "Straight Up"
F Shaker Tin
i "Neat"
A Muddler
B Strainer
e Jigger
d Bar Mat
d "Float"
n "Back"

- ~~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 1/2 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
~~i.)~~ 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): Grey Goose, Patron, Belvedere

What are the ingredients in a Manhattan? Whiskey, Ango Bitters, sweet vermouth

What are the ingredients in a Cosmopolitan? Vodka, lime juice, triple sec, simple, cranberry

What are the ingredients in a Long Island Iced Tea? Vodka, Rum, tequila, Gin, ~~Lemonade~~ coke

What makes a margarita a "Cadillac"? gran marnier Float

What is simple syrup? sugar + water

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

-1 NO - marrying

What should you do if you break a glass in the ice? Burn ice, wipe container, refill

When is it OK to have an alcoholic beverage while working? NEVER

What does it mean when a customer orders their cocktail "dirty"? olive juice

What are the ingredients in a Margarita? tequila, triple sec, lime juice, lemon juice, simple syrup (o) sometimes