

Interview Note Sheet

Server

Applicant Information	
Name: <u>Alexa Tompkins</u>	Position (s) Applied for: <u>Bartender Server</u>
Date: <u>12/4/19</u>	Referred by:
Interviewer: <u>Anthony W.</u>	Rate of Pay:

Test Scores				
Server	/35	%	Bartender	/30
Prep Cook	/15	%	Barista	/10
Grill Cook	/40	%	Cashier	/10
Dishwasher	/10	%	Housekeeping	/16

Seeking:
Full-Time
Part-Time

Relevant Experience & Summary of Strengths			
Total of Experience in Food Service/Hospitality			
How many customers or tables are you used to serving at one time? How would you re-act if an extra table was added to your section?	How many items can you carry on a tray? Please describe how to pick up a large oval tray.	How is a banquet server different from a regular restaurant server?	Notes:
<u>Running Bar</u> / <u>King in</u> / <u>Per night</u> / <u>22 seat</u> / <u>Bar would be</u> / <u>Adv to help out.</u>	<u>3 up</u> / <u>good experience</u> / <u>if track</u>	<u>Ban-Server the</u> / <u>Bar</u> / <u>Banquet just</u> / <u>how to keep a</u> / <u>stock from running</u> / <u>more table need</u> / <u>annunciate self.</u>	<u>High like</u> / <u>Bartender.</u> / <u>Senior</u> / <u>high income</u> / <u>cause Events</u> / <u>Worked for EGI</u>

P.O.S. Experience: <u>Y</u> / <u>N</u> details:	Transportation	Regions Available to work:
<u>GAH</u>	<u>Certifications (if any)</u>	<u>Availability</u>
Uniforms Owned: Bistro White Black Bistro Tuxedo 1/2 Tuxedo Black Vest Long Black Tie Other:	Recommendations: Acrobat Academy Lead Academy	Other Languages Spoken:

Alexx Tompkins

Guest Service Professional

Lees Summit, MO

alexxtompkins5_b2g@indeedemail.com

9134060113

I'm an extremely passionate Guest Service professional with an outgoing and personable disposition.

Authorized to work in the US for any employer

Work Experience

Night Auditor

Home2 Suites by Hilton

July 2019 to Present

I Checked in Guest, made room keys. Tended to the Guest as needed. Ran night audit program filed paperwork. Logged daily sales and room rate info as well as occupancy levels of hotel. Made New Guest reservations and handled/resolved guest complaints. Random cleaning and computer work.

Front House Service Manager/ Bartender

Embassy Suites by Hilton - Overland Park, KS

March 2019 to August 2019

- Ran Bar and Restaurant

- Bartending

- Writing Schedule

- BEO Events

- Liquor Order

- Running Expo Line

- Room Service

- Food Prep

- Light Line Cooking

- Making Drinks and Food Specials

- Counting Safe

- Making Cash Drops

- Delegating Job Task for Employees

- Resolving Guest issues

- Tapping Kegs

- General Bar cleaning

- Office Work

- Making detailed shift reports

- Contacting vendors

- Talking my staff down off the ledge and reminding them "Relax we are slingin beer and serving food not open heart surgery"

Bartender Cocktail Service

Side Pockets Bar and Grill - Gladstone, MO

December 2018 to March 2019

- Bartending
- Running Expo Line
- Making Drinks and Food Specials
- Resolving Guest Issues
- Tapping Kegs
- General Bar cleaning
- Cleaning Pool Tables
- Organizing Leagues
- Making Drinks
- Memorizing Guest Names
- Upselling Guest
- Anticipation of Guest needs
- Stocking liquor goods
- General Bar cleaning and Tasks

Barback Cocktail Service

Buffalo Wild Wings - Kansas City, MO
November 2018 to November 2018

Basic restaurant sidework and Task

Lead Bartender and Service Trainer/ECL Company Road Warriors Trainer

ECL KC P&L District - Kansas City, MO
May 2015 to October 2018

- Trained all new servers bartenders and host
- Inventory of liquor
- Working private events, ballgames, concerts etc.
- Brainstorming new ideas for cocktails and specials
- Interacting with vendors
- Checking in liquor orders food orders and equipment
- Being a team leader
- Cutting people off
- Assuming the sale and up-selling
- Working at multiple venues within the Kansas City District
- Assisted in the opening of four different venues and Arlington Texas
- Memorizing every item on the menus ingredients
- Keeping everybody on task as well as myself
- Polishing Glass
- Facing Glass
- Reminding everybody that when you place a bottle of beer or a branded glass to a guest make sure the label faces the guest
- Handling gas issues as well as resolving them
- Coming up with resolutions for issues to fix a problem before taking it to a manager
- Processing cash out and reports for staff members to assist management
- General bar and restaurant cleaning
- Running expo line
- Working beer carts and fundraising events
- Creating amazing guest experience to ensure repeat business

- Being able to teach staff members as well as guest about beer and different spirits
- Working intensely high-volume crowds
- Hand washing my own glassware when there was no barback

Cashier and Customer Service Associate/ Photo Technician

CVS Health - Kansas City, KS
September 2011 to June 2016

- Stocked Inventory
- Rang Guest up
- Processed photos
- Process damages and scan reports
- Assisted gas finding items within the pharmacy
- Hanging Ads

Server

Yard House - Kansas City, MO
March 2015 to May 2016

- Running food
- Pairing beer with items on the menu
- Assuming the sale
- Basic restaurant side work and cleaning
- Opening and closing the restaurant
- Dealing with high-profile regulars and clientele

Sales Consultant

Club Demonstration Services - Kansas City, MO
March 2014 to May 2015

I would learn about products and perform demonstrations with said products to sell them to consumers varying from high end household appliances, clothing, and new snack and food items

Server/Host/Barista/Barback

Mimi's Cafe - Kansas City, MO
January 2010 to September 2011

- Worked three different Menus (breakfast, lunch and dinner)
- Light barista work
- Running food
- Taking care of guest
- Basic restaurant cleaning and side work

Education

None in General Studies

Kearney Sr High School - Kearney, MO

Skills

- Cash Handling
- Receptionist
- Marketing
- Scheduling
- Billing
- Microsoft Word
- Excel (Less than 1 year)
- Guest Relations Experience
- New Hire Training
- Restaurant Server
- Hostess
- Busser
- Waitress
- Barback

Employment Application

Acrobat Outsourcing is an equal opportunity employer dedicated to non-discrimination in all employment practices. Acrobat Outsourcing selects the best qualified individual for the job based on job-related qualifications regardless of race, age (40+), color, religion, gender, national origin, ancestry, marital status, sexual orientation, disability or any other status protected by applicable law.

PLEASE PRINT

Full Name Alex Tompkins Date: Dec 4th 2019
Home Telephone (913) 406 0113 Other Telephone (913) 406 0113
Present Address 9834 - 1A Willow Ave KC MO 64134
Permanent Address, if different from present address: alex.tompkins90@gmail.com
Email Address alex.tompkins90@gmail.com

EMPLOYMENT DESIRED

Position applying for: Backend Server Salary desired: _____
Are you currently registered with any staffing and/or employment agencies? If so, please list _____

Are you applying for: Full-time work? Yes ☒ No _____ Part-time work? Yes ☒ No _____
Temporary work, e.g., summer or holiday work? Yes _____ No _____ From: _____ To: _____
How did you find out about our open position? (Please check fill in proper name of source):
Referral ☐ Name of Referral _____ Newspaper ☐ Job Fair ☐ Agency ☐
Company Website ☐ Other Web Posting ☒ Other Source ☐
Could you work overtime, if necessary? Yes ☒ No _____ If hired, on what date could you start working? _____

Please keep in mind that schedules and shifts may vary depending on position and season. Additionally, the hours may vary from week to week, depending on the company needs. Please list only the times/days you're available to work below.

SPECIFY HOURS AVAILABLE DAILY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
AM	10 am	10 am	10 am	10 am	10 am	10 am	10 am
PM	Any	Any	Any	Any	Any	Any	Any
Do you have any vacations or extended leaves planned in the next 12 months? If so, please list dates:							

PERSONAL INFORMATION

Have you ever applied to or worked for Acrobat Outsourcing before? Yes ☒ No ☐ If yes, when? _____
Do you have friends or relatives working for Acrobat Outsourcing? Yes ☒ No ☐ If yes, please state name and relationship _____

If hired, would you have a reliable means of transportation to and from work? Yes ☒ No ☐
If hired, can you present evidence of your legal right to live and work in this country? Yes ☒ No ☐
State age if you are under 18 _____. If you are under 18, hire is subject to verification that you are of minimum legal age to work.

Are you able to perform the essential functions of the job for which you are applying? Yes ☒ No ☐
If no, describe the functions that cannot be performed. (Note: We comply with the ADA and consider reasonable accommodation measures that may be necessary for eligible applicants/employees to perform essential functions.)

Pursuant to any and all Fair Chance Ordinances, we will consider for employment qualified applicants with arrest and conviction records.

EDUCATION & SKILLS

NAME OF SCHOOL	Kearney Sr High	
CITY & STATE	Kearney NE	
GRADE OR DEGREE	COMPLETED	
DID YOU GRADUATE?	No	
Do you have any special licenses, certificates or special training? If so please list under "Special."	YES	
Are you computer literate? If so, list software knowledge under "Special."	YES	
Are you proficient with Point of Sales Systems? If, so please list which ones under "Special."	YES	
Do you have any other experience, training, qualifications or special skills. which you feel make you especially suited for work at Acrobat Outsourcing? If so, please list under "Special."	YES	
Special:	Excel, Microsoft Word, Hot Standby, Micros, Alden, Microsoft, Backlog	

EMPLOYMENT HISTORY

List below all present and past employment starting with your most recent employer (last 10 years is sufficient). Account for unemployment periods of three months or more.

Are you currently employed? Yes ☒ No ☐ If so, may we contact your current employer? Yes ☐ No ☒

Name and Address of Employer: Home2 Suites By Hilton Ku Med
Type of Business: Hotel
Telephone No.: 413 335 9950
Your Position and Duties: Running light duty and London
Supervisor's Name: Jason
Dates of Employment: From July 19 To Now
Reason for Leaving: overworks are so boring

Name and Address of Employer: Embassy Suites By Hilton of
Type of Business: Hotel Bar
Telephone No.: 913 619 3060
Your Position and Duties: Bar Manager Store
Supervisor's Name: Justin
Dates of Employment: From Mar 19 To Aug 19
Reason for Leaving: Heard work conditions

Name and Address of Employer: Side Pockets Gladston Mo
Type of Business: Pool Hall
Telephone No.: 816 455 9900
Your Position and Duties: Bar Manager
Supervisor's Name: Karen
Dates of Employment: From Dec 18 To Mar 19
Reason for Leaving: Better job offer

Name and Address of Employer: _____
Type of Business: _____
Telephone No.: (____) _____
Supervisor's Name: _____

Your Position and Duties _____

Dates of Employment: From _____ To _____

Reason for Leaving: _____

Have you ever been fired from any previous place of employment? If so, please explain: Yes I got
let go because of a surgery I had gotten

MILITARY SERVICE

Have you obtained any special skills or abilities as the result of service in the military? Yes _____ No _____

If so, describe: _____

JOB RELATED REFERENCES

List below three persons not related to you who have knowledge of your work performance within the last three years.

Name: <u>Danny Perre</u>	Relationship: <u>Friend/Colleague</u>	Telephone No. () _____	Occupation: <u>Boat Cook</u>	Number of Years Acquainted: <u>2</u>
Name: <u>Carrie Seine</u>	Relationship: <u>Friend/Colleague</u>	Telephone No. () _____	Occupation: <u>Server</u>	Number of Years Acquainted: <u>2</u>
Name: <u>Kathryn Carls</u>	Relationship: <u>Friend/Colleague</u>	Telephone No. () _____	Occupation: <u>Bar Manager</u>	Number of Years Acquainted: <u>1.5</u>

Please Read Carefully, Initial Each Paragraph and Sign Below

I hereby certify that I have not knowingly withheld any information that might adversely affect my chances for employment and that the answers given by me are true and correct to the best of my knowledge. I further certify that I, the undersigned applicant, have personally completed this application. I understand that any omission or misstatement of material facts on this application or on any document used to secure employment shall be grounds for rejection of this application or for immediate discharge if I am employed, regardless of the time elapsed before discovery.

I hereby authorize Acrobot Outsourcing to thoroughly investigate my references, work record, education and other matters related to my suitability for employment and, further, authorize the references I have listed to disclose to the company any and all letters, reports and other information related to my work records, without giving me prior notice of such disclosure. In addition, I hereby release the company, my former employers and all other persons, corporations, partnerships and associations from any and all claims, demands or liabilities arising out of or in any way related to such investigation or disclosure.

I hereby authorize Acrobot Outsourcing and its authorized representatives to solicit information regarding my background, which may include but not be limited to, information about my employment, education, and/or criminal history, which may be in the files of any federal, state, or local criminal justice and law enforcement agency and general public records history.

I understand that if selected for hire, it will be necessary for me to provide satisfactory evidence of my identity and legal authority to work in the United States, and that federal immigration laws require me to complete an I-9 form in this regard within three days of my hire date.

Acrobot Outsourcing is an at-will employer. I understand that nothing contained in the application, or conveyed during any interview, which may be granted or during my employment, if hired, is intended to create an employment contract between me and the company. In addition, I understand and agree that if I am employed, my employment is for no definite or determinable period and may be terminated at any time, with or without prior notice, with or without cause, at the option of either myself or the company, and that no promises or representations contrary to the foregoing are binding on the company unless made in writing and signed by me and the company's designated representative.

I hereby acknowledge that I have read and understand the above statements.

Applicant's Signature

Date

12/21/19

Name Alexa Tompkins
Servers Test
Score / 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?

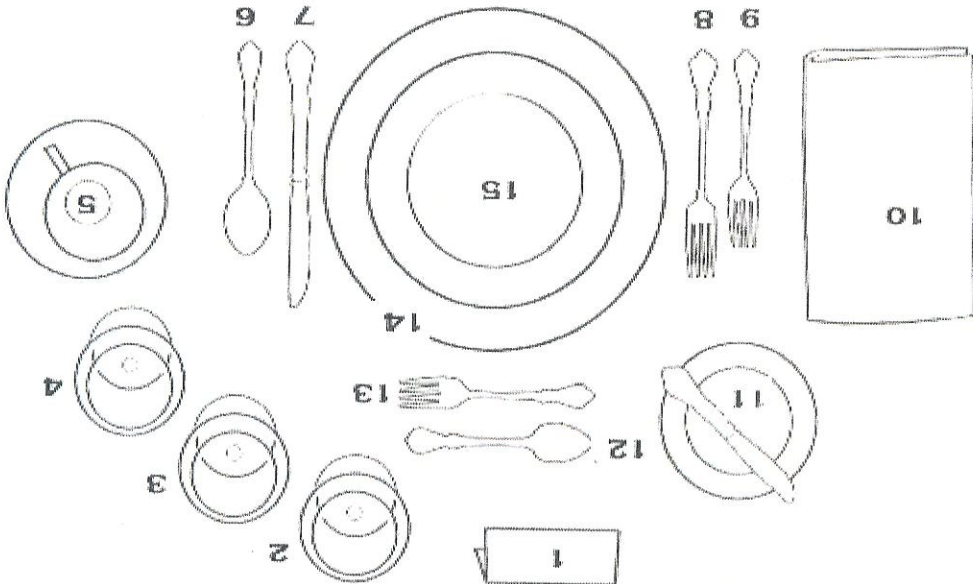
- a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
- b) Inform the guests that you will bring the correct entrée once everyone else in the dining room is served
- c) Try to convince the guests to eat what you brought them
- d) Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

Match the Correct Vocabulary

- F Scullery
- D Queen Mary
- A Chaffing Dish
- B French Passing
- G Russian Service
- X Corkscrew
- Z 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

Name _____
Servers Test _____
Score / 35



Match the Number to the Correct Vocabulary

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

Fill in the Blank

- The utensils are placed _____ inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar Cream
- Synchronized service is when: Everybody is served at same time
- What is generally indicated on the name placard other than the name? 7
- The Protein on a plate is typically served at what hour on the clock? 7
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Notify the Expo Line - Manager