

Lourdes J. Gonzalez

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KEY QUALIFICATIONS:

- Bilingual: English and Spanish
- Computer: MS Office (PowerPoint, Word, Excel and SPSS)
- California's Food Handler Certification
- TIPS, SAFE SERVE & CARE Certified.
- MICROS & Aloha POS Trained.

WORK EXPERIENCE:

Howl at the Moon, Hollywood, CA
Cocktail Server

November 2019 to Present

- Greet guests and take drink orders. Give recommendations on Specialty Drinks.
- Assist tables and buss tables constantly.
- Complete opening and closing duties. Maintain the work area clean.
- Handle cash and credit card transactions following the correct procedure.

Loews Hollywood Hotel, Hollywood, CA
Lobby Lounge Server

April 2018 to September 2019

- Welcome guests, attend tables & be knowledgeable of the items in the menu and have knowledge of upselling techniques
- Buss tables and run food.
- Complete opening and closing duties and deep cleaning assignments.
- Handling cash, room and credit card transactions following the correct procedure.

Sheraton Grand Hotel, Downtown Los Angeles
District Server/PDR Event Server

December 2017 to April 2018

- Provide an exceptional service to our guests by engaging with them and fulfilling their needs
- Set up private events and take care of guests giving them a personalized experience during private meetings or events.
- Train the new hires & make sure the workspace is well organized and clean before and after every shift.
- Maintain a teamwork environment and willingly accept additional responsibilities and tasks.

The Ritz-Carlton San Juan, Isla Verde P.R.
Lobby Lounge Server

April 2016 to December 2017

- Engage and provide a high standard service in the Lobby Lounge to create guest for life.
- Buss tables and make sure we clean as we go maintaining our work area appealing.
- Check in with guest to ensure satisfaction with each food course and/or beverages.
- Verify 86 items and communicate additional meal requirements, allergies, special requests and dietary needs to the kitchen.
- Oversee Lobby Operations as Task Manager to have everything in working order.
- Follow all safety and sanitation policies.

Marriott Hotel, San Juan, Puerto Rico.
Hostess/Cashier

July 2015 to April 2016

- Show a positive and friendly image to welcome guests.
- Assign tables to guests and make sure every waiter gets an even number of covers by the end of the shift.
- Anticipate and address guests needs.
- Answer phone calls and give customers information by answering their questions.
- Assist supervisors and perform any task or responsibility that arise or otherwise.

EDUCATION:

Sacred Heart University, Santurce, Puerto Rico
Bachelors Degree in Communications & Advertising

August 2008 -May 2012



Multiple Choice (6 points)

- 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

-1
97%

Vocabulary (9 points)

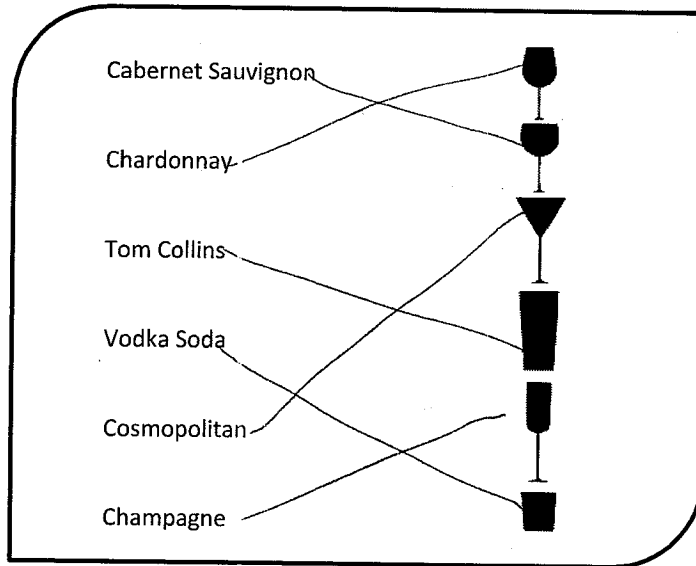
Match the word to its definition

- | | |
|------------------------|---|
| <u>C</u> "Straight Up" | <u>d.</u> Used to crush fruits and herbs for craft cocktail making |
| <u>F</u> Shaker Tin | <u>b.</u> Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured |
| <u>i</u> "Neat" | <u>c.</u> To serve chilled liquor in a chilled stemmed cocktail glass with no ice |
| <u>a</u> Muddler | <u>d.</u> To pour ½ oz of a liquor on top |
| <u>b</u> Strainer | <u>e.</u> Used to measure the alcohol and mixer for a drink |
| <u>e</u> Jigger | <u>f.</u> Used to mix cocktails along with a pint glass and ice |
| <u>g</u> Bar Mat | <u>g.</u> Used on the bar top to gather spills |
| <u>d</u> "Float" | <u>h.</u> Requesting a separate glass of another drink |
| <u>b</u> "Back" | <u>j.</u> 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, Malibu, Martini

What are the ingredients in a Manhattan? Bourbon or Whiskey and sweet vermouth

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

What are the ingredients in a Long Island Iced Tea? Vodka, rum, tequila, triple sec, and cola

What makes a margarita a "Cadillac"? Tequila, lime juice, agave, and salt

What is simple syrup? It is used to make drinks sweet and not as bitter.

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

No it is not legal

What should you do if you break a glass in the ice? empty all the ice and clean the area and wash it again.

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 (and)

What are the ingredients in a Margarita? tequila, lime juice, agave



THE SERVICE
COMPANIES

SERVICE. ABOVE ALL

Name Lourdes Corrales

Servers Test

Score 32/35

Multiple Choice

- d 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

- | | |
|--------------------------|--|
| <u>D</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</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 |



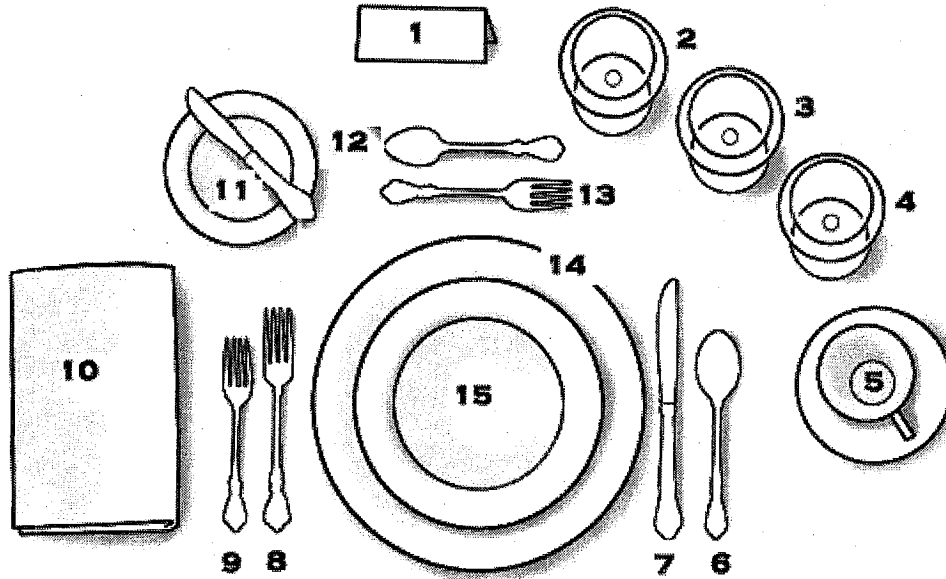
THE SERVICE
COMPANIES

SERVICE. ABOVE ALL

Name _____

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 1/2 inch (es) from the edge of the table.
 - Coffee and Tea service should be accompanied by what extras? Oranges and sugar.
 - Synchronized service is when: We serve one table and then we move to the next one.
 - What is generally indicated on the name placard other than the name? Company or Position
 - The Protein on a plate is typically served at what hour on the clock? 12 to
 - If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Notify the Captain or Chef or both and let the guest know that I will ask in the kitchen.
- Starting with one table and then move on to the next one. same process with main entree and dessert.*