

TIERA WHITTINGTON

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Objective:

Dedicating perfection in any responsibility placed before me. With over 10 years of customer service experience and a passion for the restaurant business, I am seeking a waitress or bartending position where I can utilize my exceptional guest performance, knowledge and professional skills in the hospitality of food and beverage.

Skills & Qualifications:

- ♦ Implementing Effective Energetic Client/ Guest Relations
- ♦ Strong financial skills and the ability to analyze financial statements and modify operations to meet financial goals
- ♦ Ability to work in fast-paced settings under tight deadlines with an eye for detail
- ♦ PC skills including MS Word, Excel, PowerPoint, Outlook, Micros, Aloha, POS, and type 75 W.P.M
- ♦ Skilled Employee Trainer
- ♦ Servsafe Alcohol, Food Handler, and Cicerone Certificate

Experience:

Herringbone, Santa Monica, CA. [2018-present]

Waitress, Busser, Cocktail Server, Food Runner, Banquet Coordinator

Euerka Tasting Kitchen, Hawthorne, CA. [2014- 2019]

Key Holder, Travel Trainer, Waitress, Busser, Food Expeditor, Food Runner

The Cheesecake Factory, Los Angeles, CA. [2011-2015]

Bartender, Waitress, Shift Leader, Hostess, Busser, Breaker

Houston's, Manhattan Beach, CA. [2007- 2011]

Bartender, Waitress, Maitre'D

Rainforest, Cafe, Anaheim, Ca [2003-2008]

Waitress, Cocktail Server, Bar Back, Hut Captain, Food Expediter, Runner, Breaker

- ♦ Interacting with guest in order to develop meaningful relationships
- ♦ Cash handling, register and keno machine operations; processing all payments
- ♦ Opening and closing the restaurant ensuring next shift opens with efficiency
- ♦ Participating in initial and ongoing FOH employee training and scheduling
- ♦ Motivating all FOH employees to maintain a high standard of service while on the floor
- ♦ Preparing alcoholic beverages, Espresso, Lattes and smoothies for guest and servers
- ♦ Ensured productivity by expediting food tickets and ensuring dishes were made to order at there highest quality
- ♦ Demonstrated leadership while remaining an articulate energetic communicator
- ♦ As shift leader ensuring staff was productive and utilized excellent professional work ethics



**THE SERVICE
COMPANIES**

SERVICE. ABOVE ALL

Name Tiera Whittington

Servers Test

Score 35/35

Multiple Choice

100%

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

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



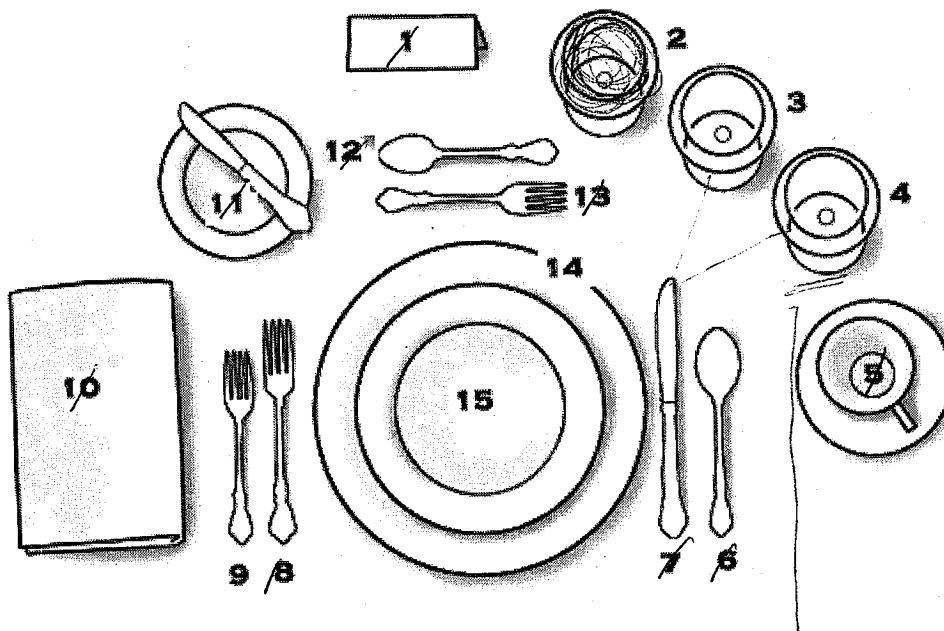
THE SERVICE
COMPANIES

SERVICE. ABOVE ALL

Name Tiera' Whittington

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 | 3 <u>3</u> | Wine Glass (Red) |
| <u>13</u> | Dessert Fork | <u>9</u> | Salad Fork |
| <u>6</u> | Soup Spoon | 14 <u>5</u> | Service Plate |
| 15 <u>14</u> | Salad Plate | 4 <u>3</u> | Wine Glass (White) |
| 2 <u>2</u> | Water Glass | | |

Fill in the Blank

- The utensils are placed one inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? sugar & cream
- Synchronized service is when: everyone serve guests @ the same time
- What is generally indicated on the name placard other than the name? relationship or position
- The Protein on a plate is typically served at what hour on the clock? 3 o'clock (6)
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
let the manager or chef know



THE SERVICE COMPANIES

SERVICE. ABOVE ALL

Tiera' Whittington

Bartenders Test

Score 34/35

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
- B 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

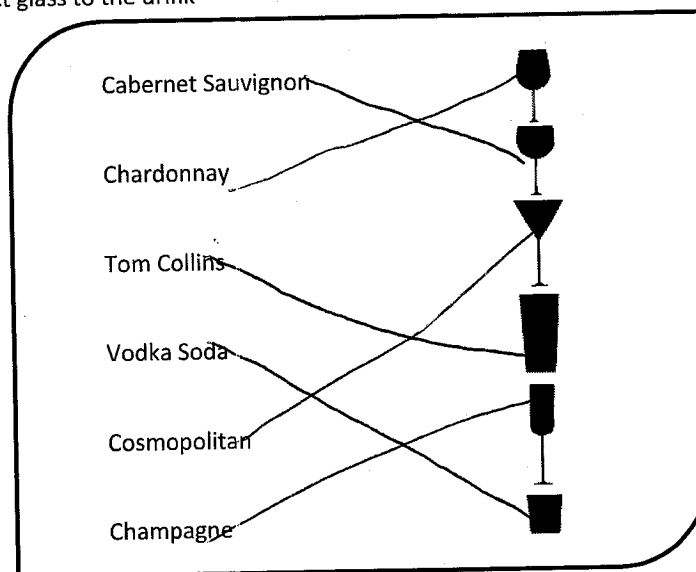
- C ~~D~~ "Straight Up"
- ~~F~~ Shaker Tin
- ~~I~~ "Neat"
- ~~M~~ Muddler
- B Strainer
- E Jigger
- G Bar Mat
- D "Float"
- H "Back"

- ~~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 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): Glen/Goose, Hendricks, Jim Beam

What are the ingredients in a Manhattan? Bourbon, cherry bitters, vermouth

What are the ingredients in a Cosmopolitan? cranberry, vodka + triple sec, lime

What are the ingredients in a Long Island Iced Tea? coke, sweet + sour, vodka, gin, rum, tequila

What makes a margarita a "Cadillac"? Grand Mariena

What is simple syrup? sugar + water

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

yes, marry or consolidate

What should you do if you break a glass in the ice? Burn the ice

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

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

What are the ingredients in a Margarita? triple sec, sweet + sour, tequila, lime or oj