

Curtis Mallory

Customer Service Associate

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Thurs 11/2 @ 1pm
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Work Experience

Bartender

T.G.I Fridays - Morrow, GA

March 2017 to Present

Properly prepare alcoholic and non alcoholic beverages, entertain bar patrons and ensure their needs are taken care of, take food orders, and finalize cash and credit transactions.

Head Server

Joes Crab Shack

March 2016 to Present

Managed a team of 25-30 with a focus on driving exceptional levels of service, quality, and profitability. Drove a culture of integrity, accountability, and ownership through new and existing team member training.

- Implemented employee engagement initiative that boosted morale, increased performance 25%+ and lowered turnover 10%.
- Led to team to achieve a 96% average customer service satisfaction score as measured by anonymous customer surveys rating performance in critical areas like speed of service and quality.
- Maintain company profitability by making cost-saving value based recommendations to customers.

Music Artist

FTBE - Atlanta, GA

October 2012 to Present

I write my own material as far as lyrics. Mi always coming up with new styles and new genres of music to make. I sing as well, im an overall entertainer

Customer Service Associate

Aramark

January 2018 to August 2018

Answered customers' questions and addressed problems and complaints in person and over the phone. Opened and closed the store, which included counting cash drawers and reorganization.

- Provide and promote exceptional customer service and offer positive resolutions to challenges and complaints from customers
- Generate sales through customer interaction, fitting room assistance, and suggestive selling
- Communicate effectively with management and coworkers concerning business issues and opportunities

Multiple Choice (6 points)

B

 1) Carbonation _____ the rate of intoxication.

- Slows down
- Speeds up
- Does nothing to

B

 2) What are the six most commonly used spirits?

- Sweet and Sour, Triple Sec, Grenadine, Midori, Lime Juice and Cranberry Juice
- Vodka, Whiskey, Gin, Bourbon, Rum and Tequila
- Chardonnay, Cabernet Sauvignon, Champagne, Merlot, Sauvignon Blanc, Zinfandel
- Kahlua, Vodka, Frangelico, Gin, Tequila, Spiced Rum

B

 3) You can accept an expired ID as long as all other information is correct.

- True
- False

A

 4) If someone has had too much to drink, serving them coffee will help sober them up.

- True
- False

D

 5) What are the acceptable forms of ID for Alcohol Consumption?

- State or Government Issued ID Card or Drivers License
- Passport or Passport ID Card (as long as it lists the person's date of birth)
- School ID or Birth Certificate
- A & B
- 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.

- True
- False

Vocabulary (9 points)

Match the word to its definition

 C S "Straight Up"

a.) Used to crush fruits and herbs for craft cocktail making

 E T Shaker Tin

b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured

 I N "Neat"

c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice

 A M Muddler

d.) To pour $\frac{1}{2}$ oz of a liquor on top

 B S Strainer

e.) Used to measure the alcohol and mixer for a drink

 E J Jigger

f.) Used to mix cocktails along with a pint glass and ice

 G B Bar Mat

g.) Used on the bar top to gather spills

 D F "Float"

h.) Requesting a separate glass of another drink

 H B "Back"

i.) Means to serve spirit room temperature in a rocks glass with no ice