

SPROUTS FARMERS MARKET**Glendora, CA****Vitamins & Beauty Clerk/
Tasting Ambassador****Mgr. Jennifer Allen****Jan 2019 to Oct 2019****(626)250-6625**

- Educate customers on vitamins, supplements, proteins, homeopathic remedies and life changes that would fit their individual needs
- Correspond with vendors on newest deals and products
- Promote chosen products throughout the store to introduce new ideas to customers

KUSHNER & ASSOCIATES**Calabasas, CA****Shuttle Supervisor****Mgr. Jon de Karr****Oct 2015 to present****(310)804-0862**

- Maintain crowd control throughout the event while loading/unloading shuttle bus
- Provide superior client relations at all time while working closely with the public for inbound/outbound service to local venues

CULINARY SERVICES of AMERICA**Los Angeles, CA****Bartender, Server****Mgr. Dan Stone****Mar 2012 to Jul 2017****(323)965-7582**

- Provide dynamic cocktail/beverage and food service for guests during special events/fine dining occasions
- Responsible for set-up, serving and restocking throughout each event

DILLON CULINARY**Upland, CA****Bartender, Server****Chef Nita Dillon****May 2010 to present****(951)323-1504**

- Assist in direct bartender/server operations, overseeing seamless beverage and food service during each catering event
- Guests receive courteous and professional service

THE ONLY PLACE IN TOWN**Sierra Madre, CA****Guest Relations****Mgr. Bill Kefalas****Dec 2012 to Oct 2015****(626)786-4635**

- Provide friendly and efficient food & beverage services for a Private Christian School
- Responsible for food prep, set-up, serving and restocking throughout each shift

GREEN APPLE GOURMET**Pasadena, CA****Guest Relations****Mgr. Monica Bencze****Sep 2010 to Nov 2012****(626)841-3801**

- Provide exceptional food and beverage service for a Private Christian School
- Responsible for food prep, set-up, serving and restocking throughout each shift

IRISH CONSTRUCTION**Rosemead, CA****A/P – Health Insurance Coordinator****Mgr. Lynette Ramsey****Oct 2001 to Jun 2003****(626)288-8530**

- Accounts Payable, responsible for printing and mailing checks to vendors
- Coordinator for Employees Health Benefits, maintained spreadsheets for Employee Health Insurance and time sheets

Skills: 10 key, 65 wpm, Accounts Payable, Microsoft Word
Attention to detail, quick learner, fun and energetic



THE SERVICE
COMPANIES

SERVICE. ABOVE ALL.

Name Lori Fleischer

Servers Test

Score 3 / 35

Multiple Choice

100%

- A 1) Food is served on what side with what hand?
- On the left side with the left hand
 - On the left side with the right hand
 - On the right side with the left hand
 - On the right side with the right hand
- D 2) Drinks are served on what side with what hand?
- On the left side with the left hand
 - On the left side with the right hand
 - On the right side with the left hand
 - On the right side with the right hand
- C 3) Food and drinks are removed on what side with what hand?
- On the left side with the left hand
 - On the left side with the right hand
 - On the right side with the left hand
 - On the right side with the right hand
- A 4) What part of a glass should you handle at all times?
- The stem
 - The widest part of the glass
 - The top
- D 5) When you are setting a dining room how should you set up your tablecloths?
- Neatly and evenly across the tables
 - The creases should all be going in the same directions
 - The chairs should be centered and gently touching the table cloth
 - All of the above
- D 6) If you bring the wrong entrée to a guest what should you do?
- Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
 - Inform the guests that you will bring the correct entrée once everyone else in the dining room is served
 - Try to convince the guests to eat what you brought them
 - 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

G French Passing

B Russian Service

F Corkscrew

C Tray Jack

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



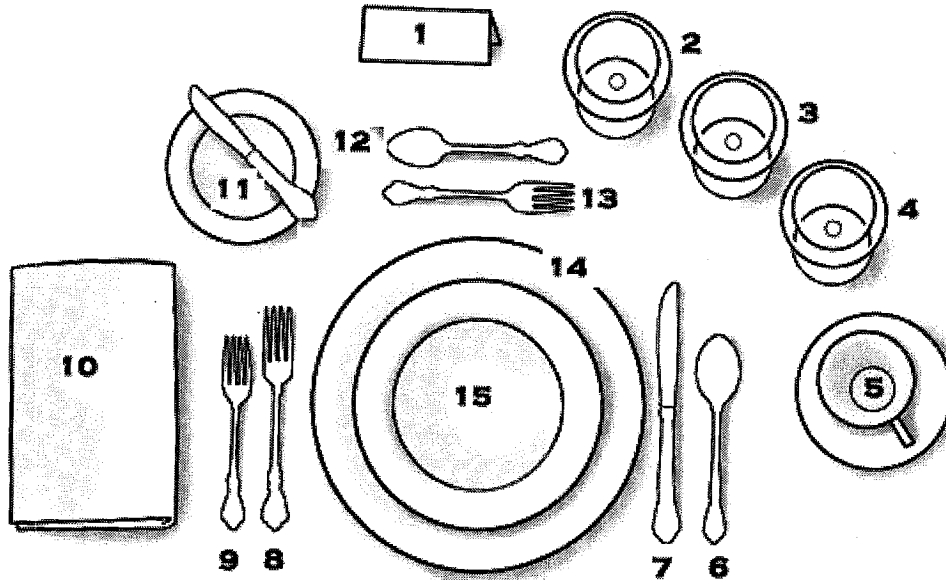
**THE SERVICE
COMPANIES**

SERVICE. ABOVE ALL

Name Lori Fleischer

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>8</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 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Creamer/sugar
- Synchronized service is when: everyone is served at the same time
- What is generally indicated on the name placard other than the name? meal ordered
- The Protein on a plate is typically served at what hour on the clock? 6
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Go straight to the expeditor



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
- A 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

29

Vocabulary (9 points)







Match the word to its definition

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



Glassware (6 points)

Match the correct glass to the drink

Cabernet Sauvignon	
Chardonnay	
Tom Collins	
Vodka Soda	
Cosmopolitan	
Champagne	

Answer and Question (14 points)

Provide examples of 3 brand name "top shelf" spirits (3 points): Grey Goose - Monkey Shoulder - Bombay

What are the ingredients in a Manhattan? Bourbon / Whiskey - Sweet vermouth - cherry

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

What are the ingredients in a Long Island Iced Tea? vodka - gin - white rum - lime juice - Cola -

What makes a margarita a "Cadillac"? top w/ gold tequila

What is simple syrup? ~~no~~ SUGAR WATER

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

no - ~~contaminating~~ muddying

What should you do if you break a glass in the ice? melt ice - clean area

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

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

What are the ingredients in a Margarita? tequila - lime or sweet & sour - lime juice