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OBJECTIVE

Dining Room Server or Bartender

SUMMARY

- Exceptional leadership abilities implemented through hard work with a focus on team building
- Five years experience as a top-selling server in a four diamond restaurant and resort
- Consistent, proven sales ability and outstanding customer service skills
- Efficient and familiar with many types of computer platforms

PROFESSIONAL EXPERIENCE

DNC Parks & Resorts at Tenaya, INC; Fish Camp, California, 2002-2007

Dining Room Server

- Increased sales with impeccable customer service and up-selling techniques
- Cultivated a positive and efficient working environment with leadership abilities emphasizing teamwork
- Provided first-rate service to guests ranging from international visitors to local patrons

Simpson Design; San Luis Obispo, California, 2007-2008

Graphic Design Assistant

- Generated sales and conducted marketing for the graphic designer
- Maintained records, organized billing, and set appointments

Central Coast Surfboards; San Luis Obispo, California, 1999-2001

Sales and Customer Service Representative

- Improved sales as a top-seller at this international mail-order company
- Resolved a variety of problems with superb customer service skills
- Managed and supervised the sales staff

EDUCATION

Bachelor of Science Degree in Business Administration, Finance
California State University, Fresno

Bartenders Test

Score 35 / 35

Multiple Choice (6 points)

B

1) Carbonation _____ the rate of intoxication.

- Slows down
- Speeds up
- Does nothing to

100%

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

B

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

What are the major elements in a Margarita?

Vocabulary (9 points)

Match the word to its definition

C "Straight Up"

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

F Shaker Tin

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

I "Neat"

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

A Muddler

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

B Strainer

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

E Jigger

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

G Bar Mat

g.) Used on the bar top to gather spills

D "Float"

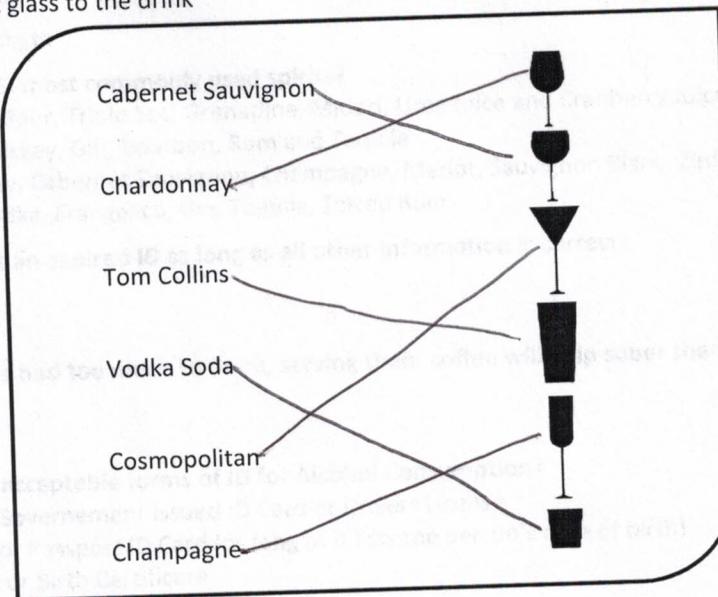
h.) Requesting a separate glass of another drink

H "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



Answer and Question (14 points)

Provide examples of 3 brand name "top shelf" spirits (3 points):

Ketel One, Don Julio, Glenlivit

What are the ingredients in a Manhattan? bourbon, sweet vermouth

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

What are the ingredients in a Long Island Iced Tea? Vodka, gin, rum, tequila, triple sec, sweet & sour
splash of cranberry juice

What makes a margarita a "Cadillac"? A float of grand marnier

What is simple syrup? Sugar water

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

It is legal, called "marrying"

What should you do if you break a glass in the ice? burn all the ice, clean/wipe down bin, refill

When is it OK to have an alcoholic beverage while working? it is not

What does it mean when a customer orders their cocktail "dirty"? They want some olive juice added

What are the ingredients in a Margarita? tequila, triple sec, lime juice, sweet & sour