

Anna Mae English

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### **Professional Skills**

Professional Server Trainer / Assistant Manager / Shift Lead/ Event Manager

### **Education Completed Certifications:**

Business Management	Administrative Management
Business Administration	Business Communication
Business Leadership	Human Resource Management

### **Employment Experience**

#### **Plates, Los Altos CA**

2011-2016

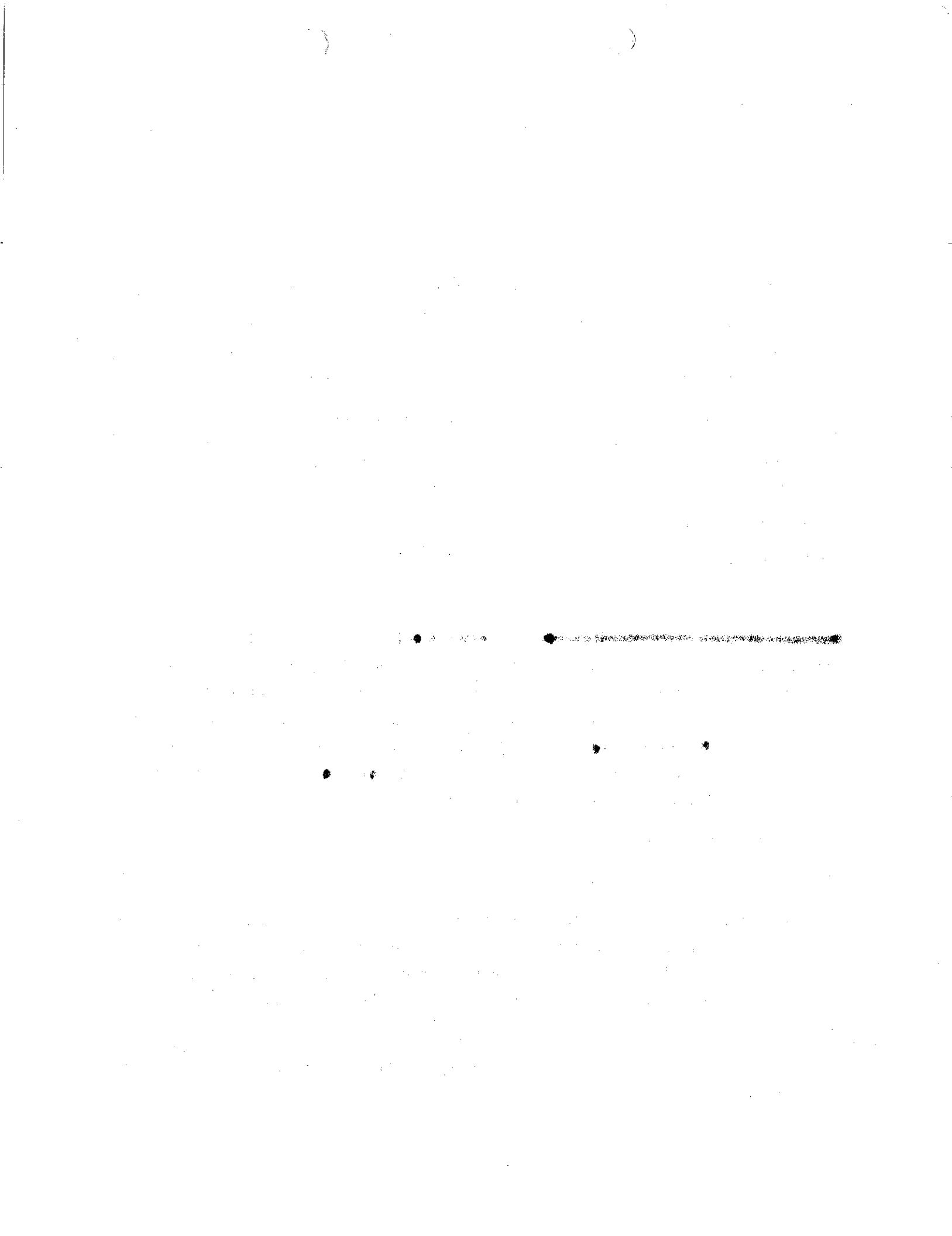
Assistant Manager to Restaurant Owner. I was key holder for Plates Restaurant. I was responsible for opening and closing procedures. I organized and cleaned front and back of house for efficiency and organization. I was responsible for inventory of stock and supplies. I interviewed, hired, trained, and assisted management with employees. I improved the restaurant presentation and designed menus. I promoted restaurant advertisement with sales and marketing strategies. I scheduled reservations and assisted with events. I served guests with professional expertise in a courteous, organized, in an efficient manner.

#### **Culinary Staffing Service, San Jose CA**

2009-2011

Corporate Events Manager, Professional Server and Catering Event Assistant, Prep Cook. I worked for a culinary staffing service as both a server and prep cook for events. I assisted in the kitchen preparing meals for the events. I set-up for the events, and served during the events. I cleaned up after the event and was responsible for rental supply inventory and pick-up.

I have held position as Captain of the Service Crew Staff and Team Manager at corporate events. I coordinated the event details with the event hosts during the event. I assisted chief with administrations of menus and event planning schedules.



**Servers Test**

**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

a 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 dinning 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

$$32/35 = 91\%$$

**Match the Correct Vocabulary**

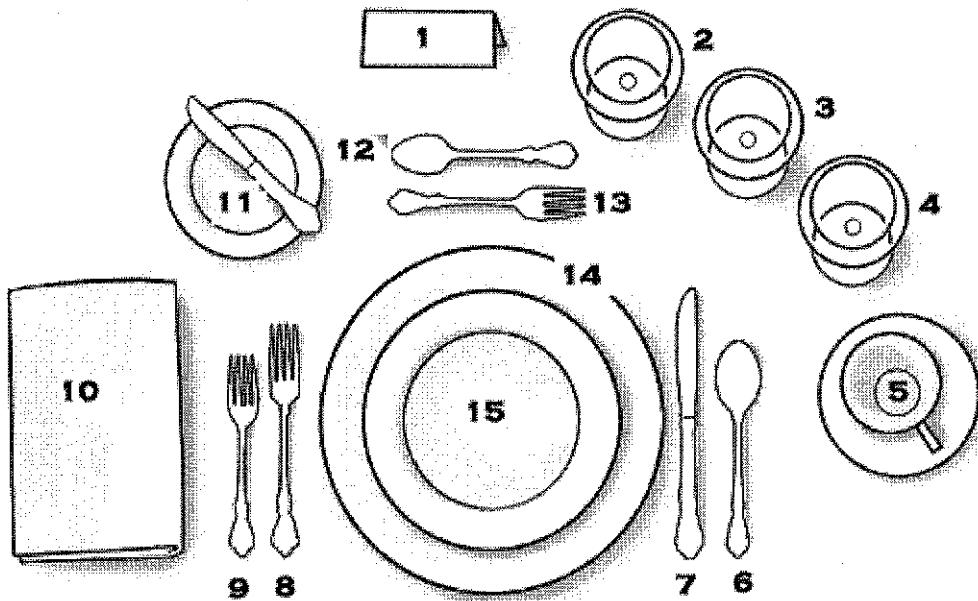
D Scullery  
B Queen Mary  
A Chaffing Dish  
B French Passing  
G Russian Service  
F Corkscrew  
C Tray Jack

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

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

**Fill in the Blank**

1. The utensils are placed 2-3 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? creme + sugar
3. Synchronized service is when: main course served to everyone at once
4. What is generally indicated on the name placard other than the name? chic/beef/Veg. meal choice
5. The Protein on a plate is typically served at what hour on the clock? 6-
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Inform Expediter

**Bartenders Test**

**Score / 35**

**Multiple Choice (6 points)**

A 1) Carbonation \_\_\_\_\_ the rate of intoxication.  
 a) Slows down  
 b) Speeds up  
 c) Does nothing to

$$15/35 = 43\%$$

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

A 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

**Vocabulary (9 points)**

Match the word to its definition

C "Straight Up"

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

E Shaker Tin

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

b "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

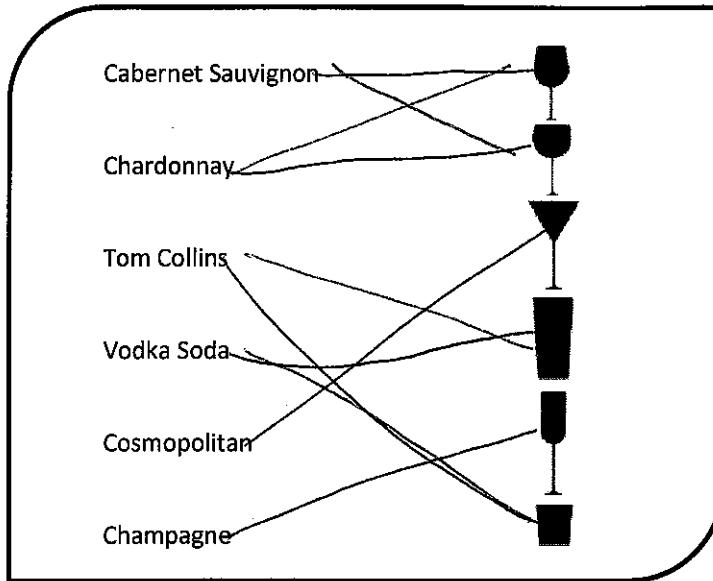
H "Back"

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

-16

**Glassware (6 points)**

Match the correct glass to the drink



**Answer and Question (14 points)**

- 2

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

What are the ingredients in a Manhattan? vermouth, whiskey, bitters

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

What are the ingredients in a Long Island Iced Tea? vodka, white rum, lemon juice, gin, tequila, triple

What makes a margarita a "Cadillac"? grand marnier float See, simple syrup, splash of cola

What is simple syrup? sugar dissolved in water

Is it legal to pour liquor from one bottle into another? What is this called? (2 points) - 1

Marry yes no

What should you do if you break a glass in the ice? cover/change/clean

When is it OK to have an alcoholic beverage while working? no

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

What are the ingredients in a Margarita? tequila, sweet & sour, conintreau

melt all ice w/ warm water & clean up glass

-14

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- 3

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7/10

C 4) Which side of the plate would you place forks?

- On the left with the salad fork on the outside and dinner fork on the inside
- On the left with the salad fork on the inside and dinner fork on the outside
- On the right with the salad fork on the outside and dinner fork on the inside
- On the right with the salad fork on the inside and dinner fork on the outside

d 5) Which side of the plate would you place knives?

- On the left with the blade facing out
- On the left with the blade facing in
- On the right with the blade facing out
- On the right with the blade facing in

d 6) If there is a fork, and spoon at the top of a table setting they are used for which course?

- Salad and soup
- Extra if you drop silverware on the floor
- Entrée
- Dessert and coffee

C 7) What is the correct order for glasses (the first glass being closest to the guest)?

- Water glass, red wine glass and white wine glass
- White wine glass, red wine glass and water glass
- Water glass, white wine glass and red wine glass
- Red wine glass, white wine glass and water glass

a 8) What part of a glass should you handle at all times?

- The stem
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- The top

d 9) When you are setting a dining room how should you set up your table cloths?

- Neatly and evenly across the tables
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- All of the above

d 10) If you bring the wrong entrée to a guest what should you do?

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