

Acrobat

outsourcing

Your Hospitality Staffing Professionals
665 Third St., Suite 415 • San Francisco, CA 94107

First and Last Name: TREVOR MILLER
Email: trevormillerbiz@gmail.com
Phone number: 415-660-6400

Working Experience:

Company Name: GLOBAL GOURMET CATERING
Dates of Employment: 2012 - 2016 (ongoing)

Job Responsibility:

- SERVER / CAPTAIN
- FULL BAR / MGR
- DRIVER TRUCK / SHUTTLE
- PORTER

Company Name: HAMILTON ISLAND RESORT (QLD AUSTRALIA)
Dates of Employment: 1985

Job Responsibility:

- SERVER
- BAR
-
-

Company Name: HILTON HOTEL
Dates of Employment: 1980 - 1985

Job Responsibility:

- BANQUETS
- TICKET CHECKS
- USHER
-

Skills

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-
-
-

1) A roll of quarters is worth?

- a) \$5.00
- ☒ b) \$10.00
- c) \$15.00
- d) \$20.00

2) A roll of dimes is worth?

- ☒ a) \$5.00
- b) \$4.00
- c) \$3.00
- ☒ d) \$2.00

3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- ☒ d) \$2.00

4) A roll of pennies is worth?

- a) \$1.00
- b) \$0.75
- ☒ c) \$0.50
- d) \$0.25

5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- ☒ c) Point of sales
- d) People over service

6) What is the current sales tax rate in your city 8.75%

7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?

- a) \$4.06
- b) \$2.06
- ☒ c) \$7.06
- d) \$5.06

8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?

- a) \$19.50
- ☒ b) \$14.50
- c) \$9.50
- d) \$4.50

9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?

- a) \$6.00
- b) \$8.00
- c) \$10.00
- ☒ d) \$12.00

10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?

- ☒ a) \$78.50
- b) \$58.50
- c) \$38.50
- d) \$28.50

$$\begin{array}{r} 4.50 \\ 2.50 \\ 5.00 \\ 6.50 \\ \hline 18.50 \end{array} \quad \begin{array}{r} 100.00 \\ 21.50 \\ \hline 78.50 \end{array}$$

11) Counterfeit pens should be used on which three denominations?

- a) \$20, \$50, \$100
- b) \$10, \$20, \$50
- c) \$5, \$50, \$100
- d) \$10, \$20, \$50

12) How many times should you count change when giving it to the customer?

- a) one
- b) two *1) out of till → 2) into customer's hands*
- c) three
- d) no need to count

Question & Answer:

13) What is the minimum age for legal alcohol purchases? 21

14) What are the acceptable forms of ID for alcohol purchases? Govt Issued D/L Passport

15) How many \$20 bills are in a bank band? 100

Name _____

Servers Test

Score 32/35

Multiple Choice

- _____ 1) Food is served on what side with what hand? -3 91 70
☒ a) On the left side with the left hand *FINE DINING*
☐ b) On the left side with the right hand *SERVE SERVICE*
☐ 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

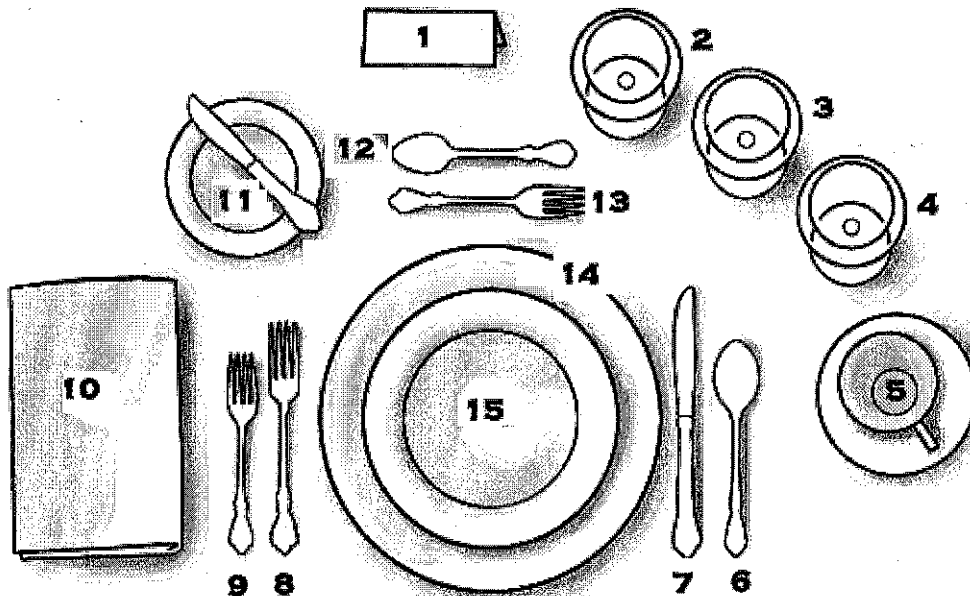
C Tray Jack

- 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

Name TREVOR MILLER.

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>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 2 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar, sweetener, stirrers, milks.
- Synchronized service is when: both waiters/servers serve at same time
- What is generally indicated on the name placard other than the name? table # choice of meal
- The Protein on a plate is typically served at what hour on the clock? Any hour the client requests!
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Record & Inform the Kitchen immediately of name & table # w/ portion.

Bartenders Test

Score 27 35

Multiple Choice (6 points)

- 1) Carbonation _____ the rate of intoxication.
a) Slows down
b) Speeds up
c) Does nothing to
- 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
- 3) You can accept an expired ID as long as all other information is correct.
a) True
b) False
- 4) If someone has had too much to drink, serving them coffee will help sober them up.
a) True
b) False
- 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
- 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 *It could shatter glass into ice!*

-6
8370

Vocabulary (9 points)

Match the word to its definition

C "Straight Up"

F Shaker Tin

I "Neat"

M Muddler

S Strainer

J Jigger

B Bar Mat

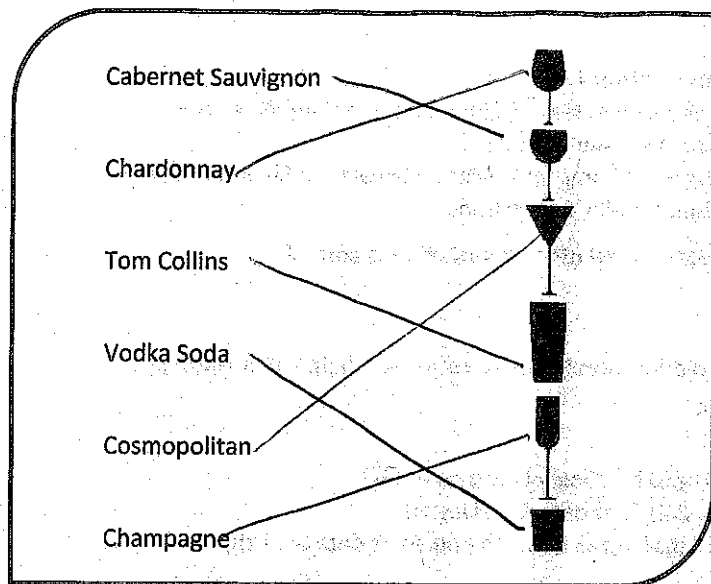
d "Float"

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)

- 1) Provide examples of 3 brand name "top shelf" spirits (3 points): Absolute / Ketel / Stol
- What are the ingredients in a Manhattan? Whiskey (Canadian or Rye) Sweet Vermouth bitter Cherry
- What are the ingredients in a Cosmopolitan? Vodka / lime juice / cranberry / Cointreau
- What are the ingredients in a Long Island Iced Tea? Vodka, ^{triple sec} Rum, lemon juice, gin, Cola, Tequila
- What makes a margarita a "Cadillac"? Tequila + Grand Marnier + lime juice
- What is simple syrup? Half Sugar & Half Water (dissolved)

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

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- 1) What should you do if you break a glass in the ice? (Don't use it) carefully use alternative ice. NEVER melt ice in warm water clean up glass
- 1) When is it OK to have an alcoholic beverage while working? Never
- What does it mean when a customer orders their cocktail "dirty"? Olive juice added.
- What are the ingredients in a Margarita? Tequila Cointreau + lime juice.