

Name _____

Servers Test

Score / 35

Multiple Choice

b 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

d 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 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

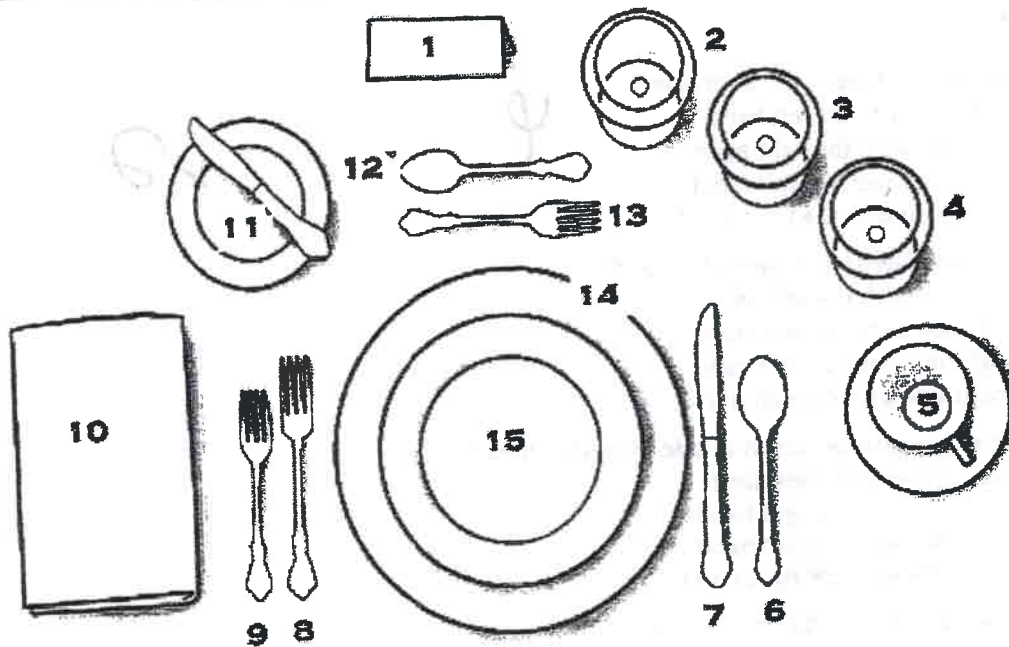
- D Scullery
- E Queen Mary
- A Chaffing Dish
- B French Passing
- G Russian Service
- F Corkscrew
- C Tray Jack

- 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 Jacqueline Allen

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>15</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 3 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? cream, sweetener, stir, utensils
- Synchronized service is when: All guests are served same course at same time
- What is generally indicated on the name placard other than the name? table #
- The Protein on a plate is typically served at what hour on the clock? 6:00
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
let the kitchen know and verify it's available

Jacqueline Allee

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SUMMARY OF QUALIFICATIONS

- Prior server experience to include fine dining, casual and catering
- 15 years' experience as Flight Attendant and extensive interaction with customers of diverse backgrounds
- 1 year First Class experience aboard Luxury Jet
- Proven team player; highly adaptable to different individuals and circumstances
- Fluent in Spanish

EXPERIENCE

Administrative Assistant/Receptionist, Ultimate Staffing Cerritos, CA 5/2015-present
Work in various locations answering phones, generating reports. Composing correspondence, providing overall support to office executives.

Retail Associate (Seasonal) Macy's Irvine, CA 11/2015-3/2016
Provide customer service and conduct sales transactions. Maintain professional appearance of merchandise. Heavy interaction with general public to include offering assistance and solving complaints in a fast-paced environment.

Fundraiser, USA for U.N. High Commissioner for Refugees Los Angeles, CA 8/2014-10/2014
Performed outreach at public venues to promote awareness of refugee crisis worldwide. Presented current problems of global displacement and proven solutions offered by UNHCR. Educated the general population on the importance of their support and solicited same. Acted as outdoor face-to-face advocate safeguarding the rights of 50 million refugees.

Flight Attendant/Loadmaster, AAR Airlift Bagram, Afghanistan 9/2012-2/2014
Responsibilities included informing passengers of emergency procedures, safety and security protocol. Ensured well being and comfort of passengers. Attended daily intelligence briefings on security threats and adapted accordingly. Assisted with loading and fueling of aircraft. Calculated weight and balance. Determined acceptability of hazardous materials as cargo.

Logistics Coordinator, Kellogg, Brown and Root Baghdad, Iraq 5/2008-3/2011
Expedited the arrival and departure of aircraft and helicopter passengers. Served as customer service liaison between military and civilians in convoy staging area and helipad. Trained new team members. Processed passenger manifests and maintained confidentiality. Studied and complied with military policies and procedures.

Senior Flight Attendant Purser, ATA Airlines Worldwide 6/1995-4/2008
Supervised crew of 12. Transported diverse set of passengers including international charter and military. Performed pre-flight/post-flight aircraft cabin preparedness. Initiated crew safety and Federal Aviation Regulation passenger compliance while coordinating inspections. Offered in-flight service on domestic and international flights. Trained in required international procedures and documentation. Visited more than 80 countries.

Flight Attendant, MGM Grand Air Los Angeles, CA 6/1994-5/1995
Provided fine dining cabin experience aboard luxury jet. Private clientele included corporate executives, entertainment industry, government officials, foreign diplomats and persons of royalty. Briefed fellow crew members of special protocol and expected decorum during interaction with customers. Acted as Spanish interpreter for crew during 5 week tour around the world.

EDUCATION

- Salve Regina University, Newport, RI—currently pursuing Master of Arts, *International Relations* (online)
- University of California, Davis, CA - *Bachelor of Arts, Sociology/Social Welfare*
- Center for Bilingual & Multicultural Studies, Cuernavaca, Morelos, Mexico - *Spanish Immersion*
- Arabic Language Institute, Rabat, Morocco and Muscat, Oman - *Certificate in Arabic*

LANGUAGES

- Spanish, native spoken and fluent written
- Arabic, intermediate spoken and beginner written

