

Acrobat

outsourcing

Your Hospitality Staffing Professionals
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First and Last Name: JANET VERMA
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Working Experience:

Company Name: Union Local 2 -

Dates of Employment: 1999 - Present

Job Responsibility: Bartender

- Set up the bar with all necessary spirits, garnishes, mixeds.
- Greet and take care of guests request of drinks
- Restock and Replenish inventory
- Clean up after shift ends

Company Name: Union Local 2

Dates of Employment: 1999 - Present

Job Responsibility: Food Server

- Set up tables for dining
- Greet customers, take orders
- Serve food and drinks
- Clean up after event ends.

Company Name: _____

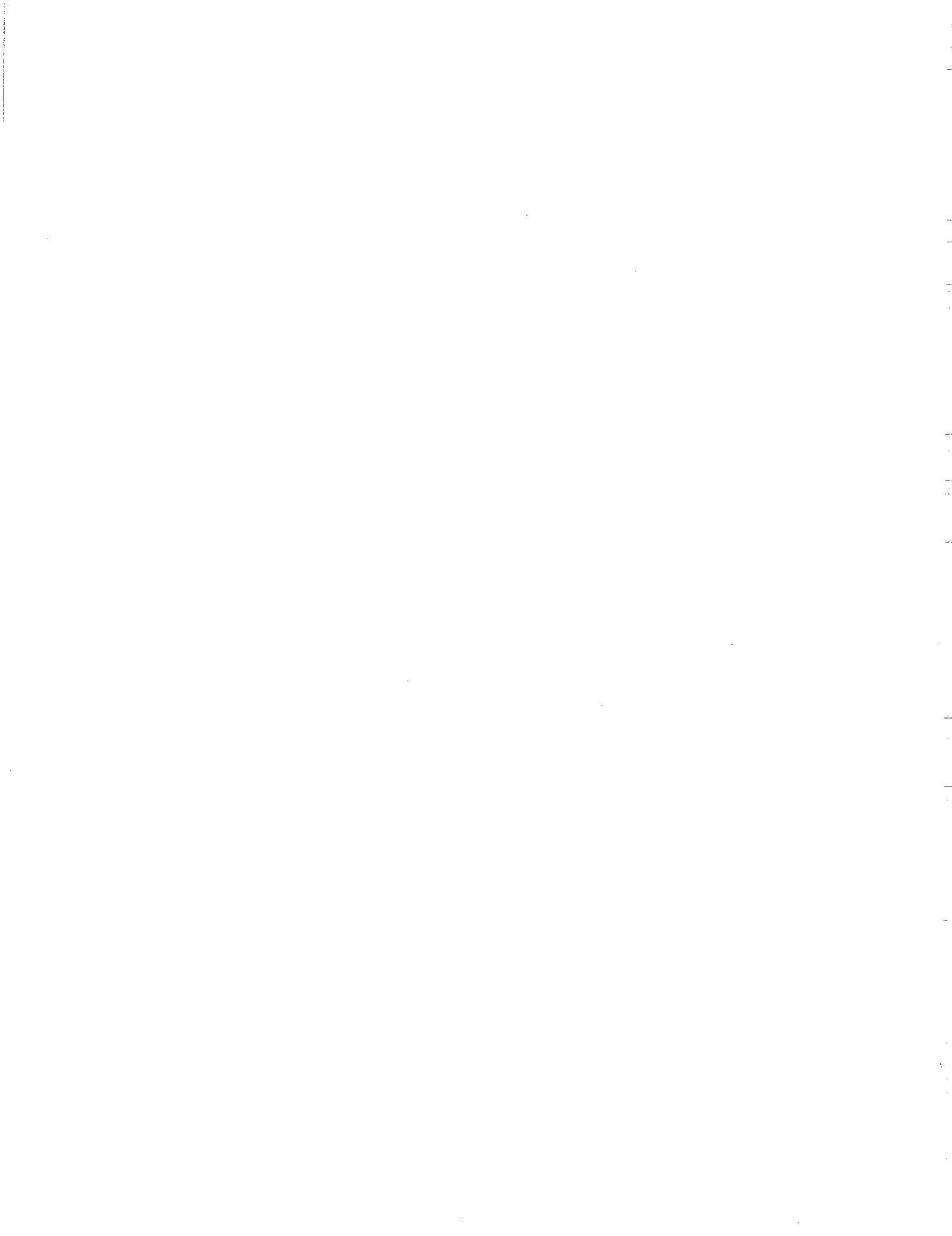
Dates of Employment: _____

Job Responsibility:

- -
- -
- -
- -

Skills

- Knowledgeable in mixing drinks
- Excellent customer service
- Fluent in Spanish



Cashier Test

Score 12 / 15

B 1) A roll of quarters is worth?
a) \$5.00
b) \$10.00
c) \$15.00
d) \$20.00

A 2) A roll of dimes is worth?
a) \$5.00
b) \$4.00
c) \$3.00
d) \$2.00

D 3) A roll of nickels is worth?
a) \$8.00
b) \$6.00
c) \$4.00
d) \$2.00

A 4) A roll of pennies is worth?
a) \$1.00
b) \$0.75
c) \$0.50
d) \$0.25

C 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%

C 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

B 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

D 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

A 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

A 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

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

- a) one
- b) two
- 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? Government issued ID

15) How many \$20 bills are in a bank band? 100 \$0 / 100

85%

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

B 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

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"

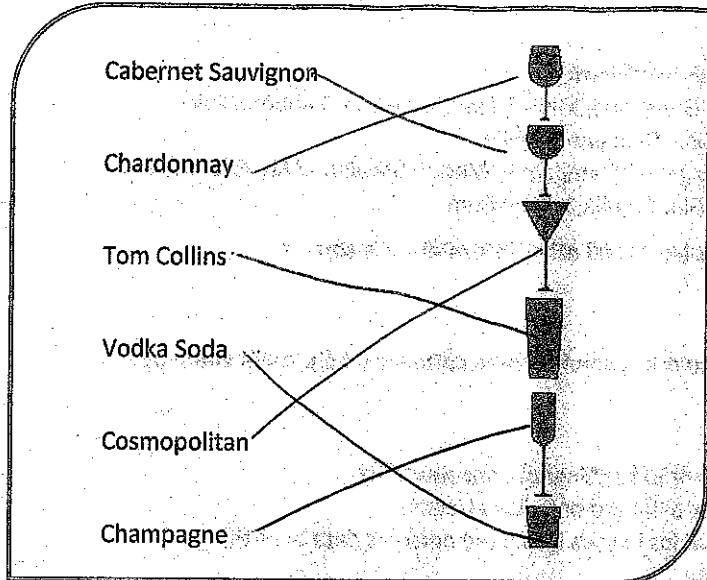
h.) Requesting a separate glass of another drink

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):

Black Label Whiskey, Tw

tequila Gold Cuervo, Grey Goose Vodka

What are the ingredients in a Manhattan? Bourbon, bitters, cherry garnish, vermouth

What are the ingredients in a Cosmopolitan? Vodka, splash cranberry, lime garnish

What are the ingredients in a Long Island Iced Tea? Rum, Vodka,gin, Tequila, splash coke

What makes a margarita a "Cadillac"? Grand marnier, orange liquor

What is simple syrup? sweetener

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

mixing bottles

What should you do if you break a glass in the ice? Dump the ice

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

What does it mean when a customer orders their cocktail "dirty"? To add the juice from the olive container

What are the ingredients in a Margarita? Tequila, sweet & sour, lime juice or Margarita mix

Servers Test

Multiple Choice

A

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

→ |

88%

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

C 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

→ |

Match the Correct Vocabulary

D

Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

E

Queen Mary

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)

A

Chaffing Dish

C. Used to hold a large tray on the dining floor

B

French Passing

D. Area for dirty dishware and glasses

G

Russian Service

E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F

Corkscrew

F. Used to open bottles of wine

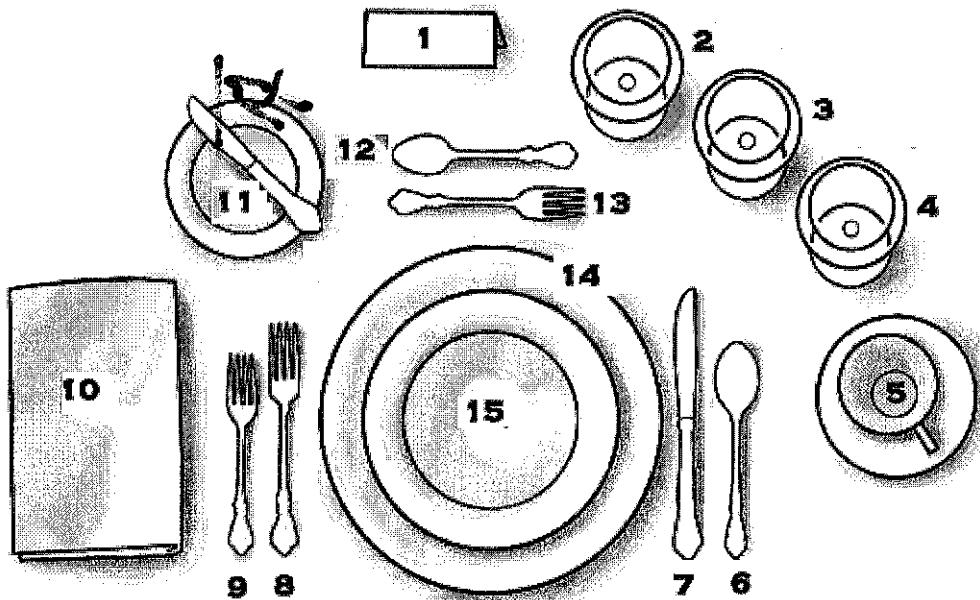
C

Tray Jack

G. Style of dining in which the courses come out one at a time

Name _____
Score / 35

Servers Test



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>14</u>	Service Plate
<u>15</u>	Salad Plate	<u>4</u>	Wine Glass (White)
<u>2</u>	Water Glass	<u>1</u>	

Fill in the Blank

1. The utensils are placed 12 3 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? cream, sugar, lemon, honey
3. Synchronized service is when: all guests are served at the same time at the table
4. What is generally indicated on the name placard other than the name? choice of entree
5. The Protein on a plate is typically served at what hour on the clock? 6 o'clock
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? request it at the kitchen or tell the supervisor