

# Shauna Holmsen

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## Objective

Dedicated to providing a pleasurable and memorable dining experience with every one of my guests.

## Skills & Abilities

During my thirty years as a server I have always provided superior guest service, friendliness and hospitality. My service has always been prompt, efficient and personable while adhering to all rules and regulations. I am great in a fast paced environment and have exceptional organization and multi-tasking skills. As part of always providing prompt and efficient service, I always make sure my stations stay clean and stocked. I always work hard to deliver the best dining experience to my guests, which fosters close relationships making them long term returning customers

• Special Events Staffing; server	<b>From:</b> Staffing 2016	<b>To:</b> Present
• Yellowstone Club Resort; server	<b>From:</b> Dec 2015	<b>To:</b> April 2016.
• Spires Restaurant; server	<b>From:</b> Jan 2014	<b>To :</b> July 2015
• Sunny's Restaurant; server	<b>From:</b> May 2006	<b>To:</b> Feb 2013
• Jay's Catering; banquet server	<b>From:</b> Oct 2013	<b>To:</b> Oct 2014
• West Bay Café; server	<b>From:</b> April 2004	<b>To:</b> May 2006
• Jon's Coffee Shop; server	<b>From:</b> June 1996	<b>To:</b> April 2004

## Additional info:

ServSafe Certified

Tips Certified

Name Shauna Holmser

**Servers Test**

Score 31 / 35

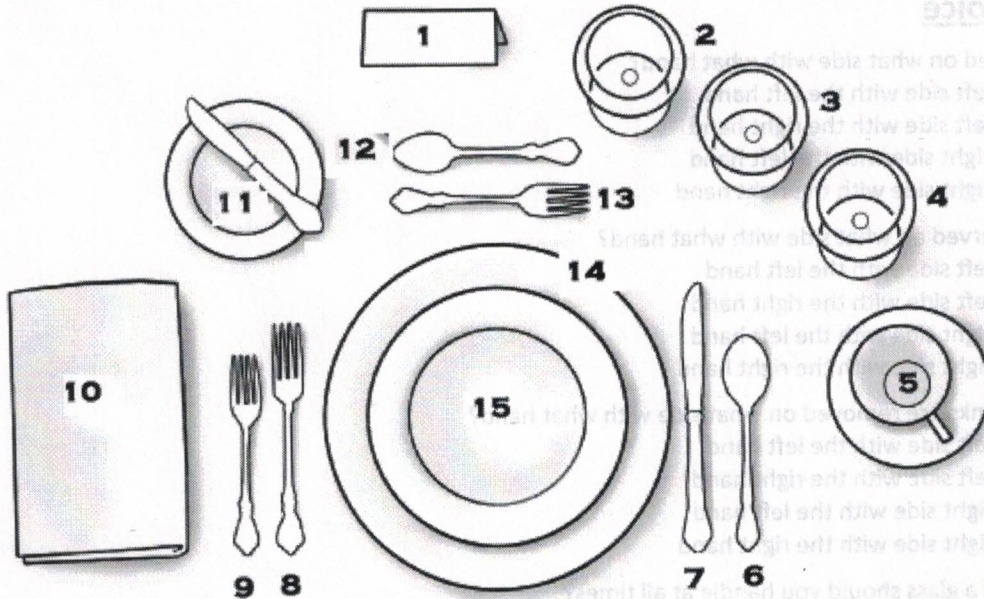
**Multiple Choice**

- d 1) Food is served on what side with what hand?
- On the left side with the left hand
  - On the left side with the right hand
  - On the right side with the left hand
  - On the right side with the right hand
- d 2) Drinks are served on what side with what hand?
- On the left side with the left hand
  - On the left side with the right hand
  - On the right side with the left hand
  - On the right side with the right hand
- A 3) Food and drinks are removed on what side with what hand?
- On the left side with the left hand
  - On the left side with the right hand
  - On the right side with the left hand
  - On the right side with the right hand
- A 4) What part of a glass should you handle at all times?
- The stem
  - The widest part of the glass
  - The top
- d 5) When you are setting a dining room how should you set up your tablecloths?
- Neatly and evenly across the tables
  - The creases should all be going in the same directions
  - The chairs should be centered and gently touching the table cloth
  - All of the above
- d 6) If you bring the wrong entrée to a guest what should you do?
- Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
  - Inform the guests that you will bring the correct entrée once everyone else in the dining room is served
  - Try to convince the guests to eat what you brought them
  - 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**

- |                          |   |
|--------------------------|---|
| <u>D</u> Scullery        | A. Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>E</u> 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) |
| <u>A</u> Chaffing Dish   | C. Used to hold a large tray on the dining floor  |
| <u>B</u> French Passing  | D. Area for dirty dishware and glasses  |
| <u>B</u> Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored   |
| <u>E</u> Corkscrew       | F. Used to open bottles of wine   |
| <u>C</u> Tray Jack       | G. Style of dining in which the courses come out one at a time  |





**Match the Number to the Correct Vocabulary**

- |           |                       |           |                              |
|-----------|-----------------------|-----------|------------------------------|
| <u>10</u> | Napkin                | <u>6</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 2 inches / thumb inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? sugar / creamer
- Synchronized service is when: all tables start Seat 1, 2, 3 etc in unison
- What is generally indicated on the name placard other than the name? a Choice of meat
- The Protein on a plate is typically served at what hour on the clock? 6
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
check w/ captain make sure, if not already on the order sheet, that the guest is provided with Veg / gluten free meal.