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Banquet Server Test

1. When serving the main course, the entrée should be placed in what position?

- ☒ a) 6:00
- ☐ b) 3:00
- ☐ c) 9:00

2. When serving food, you should...

- ☒ a) Serve from the right of the guest and clear from the left of the guest
- ☐ b) Serve from the left of the guest and clear from the right of the guest
- ☐ c) Serve and clear from the right of the guest

3. When pouring beverages, you should...

- ☒ a) Pour from the right of your guest with your right hand
- ☐ b) Pour from the left of your guest with your right hand
- ☐ c) Pour from the left of your guest with your left hand

4. The handle of the coffee cup should point in what direction?

- ☐ a) 12:00
- ☒ b) 9:00
- ☐ c) 5:00

5. When serving a food course, you should...

- ☒ a) Walk clockwise
- ☐ b) Walk counter-clockwise
- ☐ c) Serve women first
- ☐ d) Both a & c
- ☐ e) Both b & c

6. At an 8 or 10 top table, each chair should...

- ☒ a) Face the chair directly opposite it
- ☐ b) Face the gap of chairs opposite it
- ☐ c) Leave a gap in case of add-on

✓ **7.** A chaffing dish should have _____ of water in it.

- a) Enough to cover bottom of pan
- ☒ b) 1"
- c) Chaffing dishes do not require water in them

8. If you have a 10 top table, but only 9 plates to serve, you should...

- ✓ a) Serve the 9 plates and tell the 10th person their plate will be right out
- ☒ b) Wait until you have the 10th plate and serve the whole table
- c) Serve a smaller table

9. When serving the head table at a wedding reception, you should...

- ✓ a) Serve the bride then bridesmaids, groom then groomsmen
- b) Serve the first person at the table and work your way around
- ☒ c) Serve the bride and groom, then bridesmaids and groomsmen

10. When a banquet has a head table, you should...

- ✓ a) Serve your station at the same time
- ☒ b) Wait until the head table has been served
- c) Wait until the head table is finished eating, then start on your station

11. If the main entrée is steak and someone requests fish or chicken, you should...

- ✓ a) Tell the guest sorry, that only steak is available
- ☒ b) Inform the banquet captain/manager immediately after serving that table

12. While serving iced tea to your first three tables, someone requests coffee. You should...

- ✓ a) Stop what you are doing and get the guest coffee
- ☒ b) Finish serving iced tea to that table, then get coffee
- c) Finish serving iced tea to your entire section, then get coffee

Why? Because the guest asked for coffee.

13. If a guest informs you that their steak is not done, you should...

- ✓ ☒ a) give the plate to your captain and continue serving, checking on status of plate regularly
- b) Inform guest (politely) that their steak was ordered that way and there is nothing you can do
- c) Take the plate to the kitchen yourself and wait for it

14. While setting up a banquet (before the guests arrive), it is acceptable to smoke.

- a) True
- b) False
- ✓ c) It is never acceptable to smoke, unless you are on a supervisor approved break in a specified smokers area

15. When finished serving (if dinners are left over), it is acceptable to help yourself...

- ✓ a) True
- b) False

16. Before serving dessert, the following item(s) should be removed from the table:

- a) Dinner plates
- b) Sugar caddies
- ✓ c) B & B's
- d) A & C only
- e) All of the above

17. B & B is an abbreviation for what?

I have no clue. Bread + Butter

18. When setting up a function, you should always start at the table closest to the entrance doors and work your way to the back of the room...

- ✓ a) True
- b) False

Why? SO when guests arrive that part of the room is complete

19. A "Queen" or "Queen Mary" is a ...

- ✗ a) Hot box to keep dinners warm
- b) Stainless steel or sterling silver food holding container on a buffet line
- c) Three or four tiered rolling cart

20. A sterno is a...

- ✓ a) Stainless steel or silver food holding container on a buffet line
- b) Hockey puck sized can of flammable gel
- c) Hot box used to keep dinners warm

21. A chaffing dish is a...

- a) Hockey puck sized can of flammable gel
- b) Three or four tiered rolling cart
- c) Stainless steel or sterling silver food holding container on a buffet line.

22. When serving the entrée to a table, you should try to...

- a) Carry as many as you are able to speed up service
- b) Carry one plate at a time
- c) Carry 2-3 at a time

23. If a client asks you to assist in setting the banquet up because of a quick turn around, you should...

- a) Inform the client you were sent as a server only, set up is not included
- b) Assist the client in setting up the banquet, but inform the office the next day

24. The point of the dessert (assuming there is one) should be placed pointing where?

- a) 6:00
- b) 12:00
- c) 3:00
- d) 9:00

25. The cutting blade of a table knife should always be...

- a) Facing away from the place setting
- b) Facing the place setting
- c) Next to the fork

26. The water goblet should be placed...

- a) Over the point of the knife
- b) Over the fork
- c) In the center of the place setting

27. At a 7 or 9 top table each chair should face...

- a) The chair directly opposite it
- b) The gap between the two chairs opposite it
- c) Leave a space for an add-on

28. The forks are on which side of the place setting?

- a) right
- b) left

29. You should always request a copy of the Banquet Event Order (B.E.O.) or Catering order for the party that you are working because...

- a) The menu selection is listed there
- b) The time line of the party is listed there
- c) The name of the group or event is listed there
- d) All of the above

30. When clearing, you should walk...

- a) Clockwise
- b) Counter-clockwise

31. It is sometimes acceptable to break service standard in order not to disturb a guest.

- a) True
- b) False

Give an example _____

32. When pouring wine, you should...

- a) fill the glass all the way
- b) fill the glass half way
- c) fill the glass about 2/3

33. When pouring a champagne toast, you should...

- a) Pour until bubbles reach top of glass and stop
- b) Pour until bubbles reach top, pause, then continue
- c) Pour slowly to avoid bubbles

34. If a client asks you for a phone number for an "on-call list", you should...

- a) Give it to them
- b) Inform them you can only be contacted through office and you could lose your job otherwise
- c) Inform the office the next day
- d) A & C
- e) B & C
- f) All of the above

35. The following will result in your voluntary termination...

- a) No call no show for your scheduled assignment
- b) Soliciting employment from our client
- c) Confronting a Majesty client
- d) A & C only
- e) All of the above

36. The following is a proper uniform for a 5 star Majesty banquet server....

- a) Black slacks, white tuxedo shirt
- b) New black jeans, white dress shirt
- c) Black tuxedo pants, white tuxedo shirt, black bow tie, black vest

37. If a banquet event is going longer than you were scheduled, you should...

- a) grab your things and leave
- b) approach supervisor and request to leave
- c) work until event is finished and let office know the next day

FILL IN THE BLANKS

Behaving	<u>Help</u>	Speed
<u>Lids</u>	<u>Service</u>	Nice
Presentable	<u>Clean</u>	Dry
Communication		

38. Good Service is not having to say "I'm sorry" to a guest.

39. Covers are plastic or metal Lids that fit over the dinner plate.

40. Look to see if you can Help a teammate you see behind.

41. Dress up means to make something Nice and presentable

42. Always Dry and clean plates for buffet table.

43. Attitude is a way of thinking and Behaving.

44. In today's workplace, speed has become more a part of service than ever before.

45. Communication between team members is vital to how the team performs.