

Servers Test

Multiple Choice

- B 1) Food is served on what side with what hand?
 a) On the left side with the left hand F
 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
- B 2) Drinks are served on what side with what hand?
 a) On the left side with the left hand F
 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
- B 3) Food and drinks are removed on what side with what hand?
 a) On the left side with the left hand F
 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
- B 4) What part of a glass should you handle at all times?
 a) The stem F
 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
- H 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

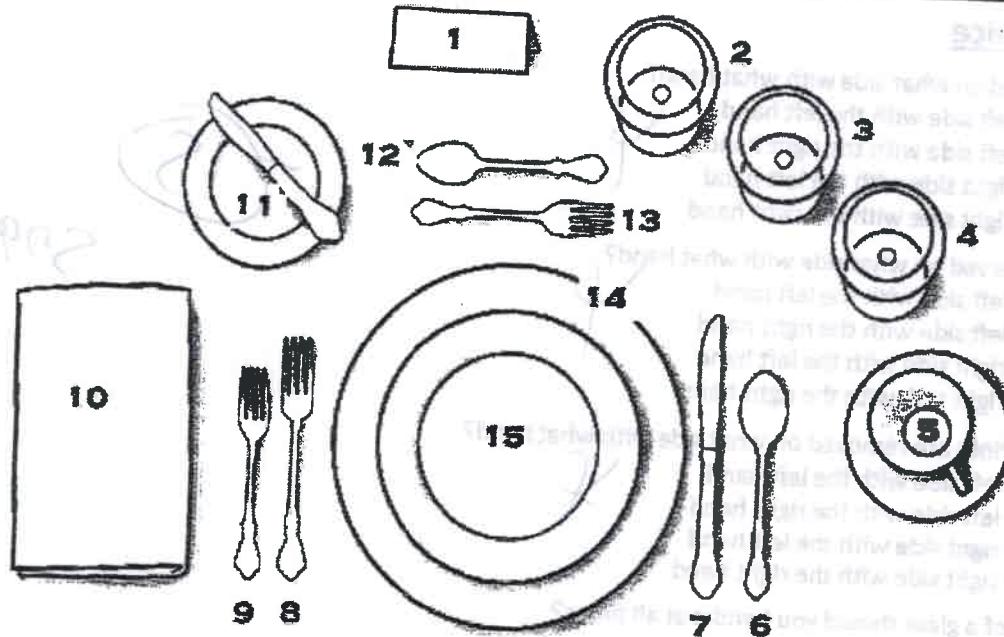
- A Scullery F
- C Queen Mary F
- E Chaffing Dish F
- G French Passing F
- B Russian Service F
- F Corkscrew
- D B Tray Jack F

- 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 _____

Score / 35

Servers Test



Match the Number to the Correct Vocabulary

10 Napkin

11 Bread Plate and Knife

1 Name Place Card

14 Teaspoon

13 Dessert Fork

12 Soup Spoon

15 Salad Plate

4 Water Glass

8 Dinner Fork

5 Tea or Coffee Cup and Saucer

7 Dinner Knife

2 Wine Glass (Red)

9 Salad Fork

14 Service Plate

3 Wine Glass (White)

Fill in the Blank

1. The utensils are placed 2 4 inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? sugar & creamer

3. Synchronized service is when: multiple people bring food to one table

4. What is generally indicated on the name placard other than the name? table number

5. The Protein on a plate is typically served at what hour on the clock? 12 4

6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? check with manager

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Profile

Energetic, organized, and friendly hard worker with 8 years of customer service experience. Highly motivated to please the customer.

Experience

Crew Member, Sonic Drive In, Alexandria, La — 2008-2014

-Make drinks, take orders, bring out orders, answer phone

Shift Lead, GoodTime Sushi, New Orleans, La — 2013-2016

-Answer phones, make reservations, schedule, serve customers, sat people, social media account holder, cashier

Cake Decorator, Rouses Supermarket, New Orleans, La 2014-2015

Decorate cakes, change out cakes, bake bread, bake cookies

Education

University of New Orleans, New Orleans, LA — Psychology

Bolton High School, Alexandria, LA — 2011

Office Worker, 2009-2011

Skills

Time Management ~ Customer Service ~ Social Media ~ Prioritizing ~ Microsoft Word ~ Microsoft Powerpoint ~ Multitasking ~ Dealing with High-Pressure Situations ~ Attention to Detail ~ Team Player ~ Cake Decorating

References

Laura Braby	Coworker	2 years	5042506528
Jenny Khong	Restaurant Owner	3 years	5044510564
Lena Tong	Coworker	2 years	5042592414
Nicole Gregory	General Manager	7 years	3188804133

