

Name Laney Belford

Score 20 / 35

## Servers Test

### 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
- B 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
- B 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
- B 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
- A 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

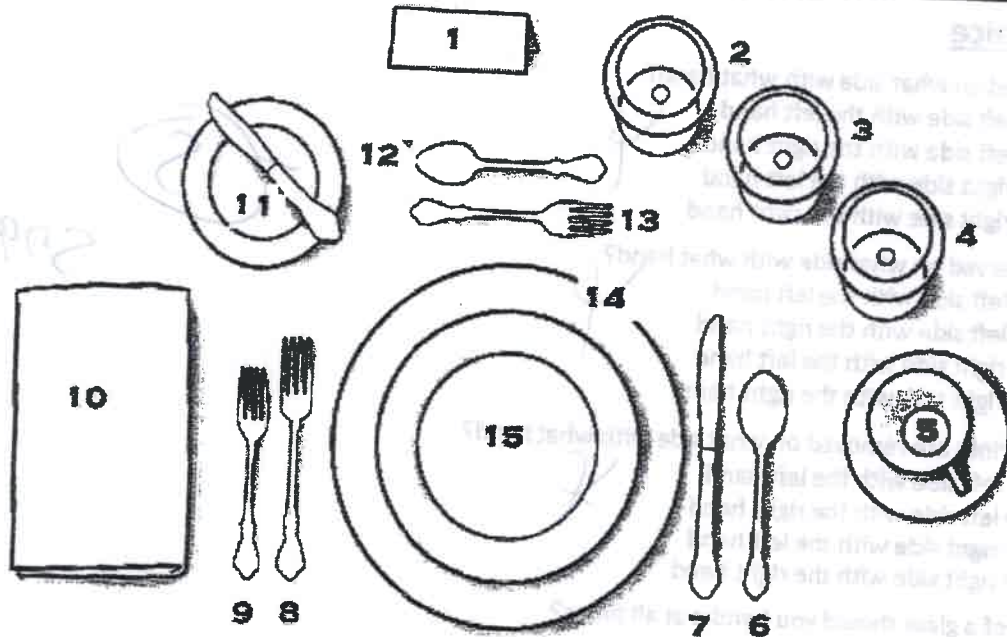
- A Scullery  
C Queen Mary  
E Chaffing Dish  
G French Passing  
B Russian Service  
F Corkscrew  
D Tray Jack

- 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 \_\_\_\_\_

## 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>16</u> | Teaspoon              | <u>2</u>  | Wine Glass (Red)             |
| <u>13</u> | Dessert Fork          | <u>9</u>  | Salad Fork                   |
| <u>12</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 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? sugar & creamer
- Synchronized service is when: multiple people bring food to one table
- What is generally indicated on the name placard other than the name? table number
- The Protein on a plate is typically served at what hour on the clock? 12
- 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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## LANEY BETFORD

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90004

### 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



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## References

Nicole Gregory	General Manager	7 years	3188804133
Lane Tong	Coworker	2 years	5045582414
Jonny Khong	Restaurant Owner	3 years	504610584
Laura Brady	Coworker	2 years	504805558