

Name _____

Servers Test

Score 26 / 35

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
- c 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
- 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 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

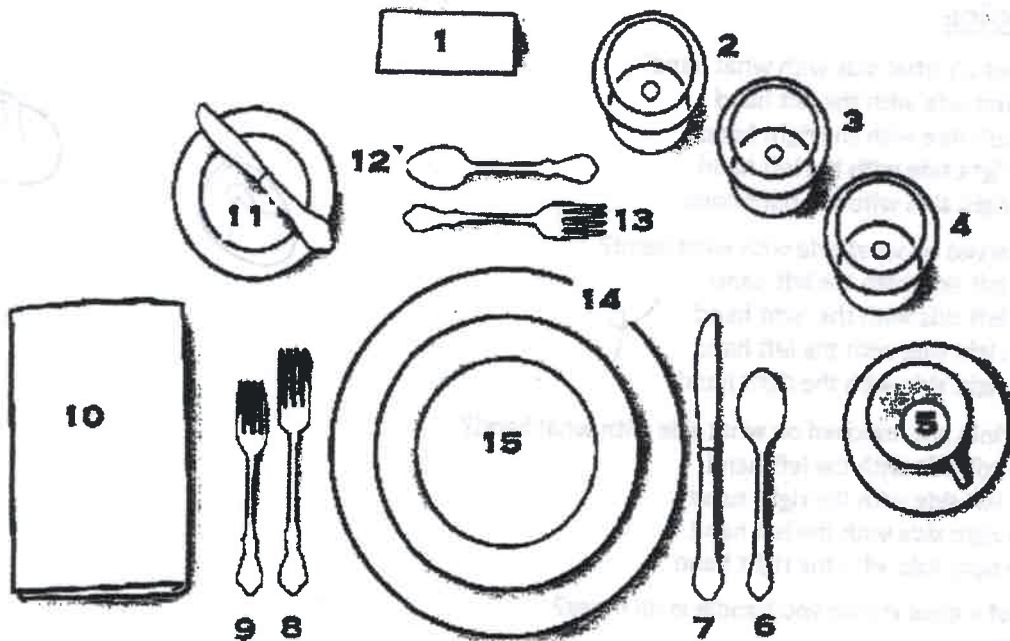
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <u>e</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>d</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>c</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>f</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 |

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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>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>2</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 / MILK
- Synchronized service is when: ALL WAITSTAFF IS SERVING SAME ITEMS AT ONCE
- What is generally indicated on the name placard other than the name? SEAT NUMBER
- The Protein on a plate is typically served at what hour on the clock? 7
- If a guest asks for a specialty dinner (I.e. Gluten-Free or Vegetarian) you should do what immediately?
NOTIFY CHEF AND CHECK IF POSSIBLE



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Profile

Hard worker seeking position to utilize skills in customer service and hospitality. Well-rounded professional that appreciates a challenge.

Experience

SERVER, DISTRICT AT THE SHERATON HOTEL DOWNTOWN; LOS ANGELES, CA – 2015-PRESENT

Ensure prompt, friendly and professional service to guests; complete all daily sidework; work as banquet server for large events when needed.

COCKTAIL SERVER, THE CENTURY PLAZA HOTEL; CENTURY CITY, CA – 2014-2015

Serve large volume of guests at a time in lobby bar of high-end hotel; assist bartender when busy; perform all daily sidework tasks; ensure proper level of guest satisfaction; train new associates; work pool server shifts when needed.

SERVER, CPK; TARZANA, CA – 2013-2014

Serve several tables of guests at a time; perform opening procedures; complete all running and end of shift sidework.

BANQUET SERVER, KELLY'S GARDEN; SANTA CLARITA, CA – 2011-2013

Serve large volume of guests at once; assist bartender in making and serving alcoholic beverages to guests; accommodate all guests' needs.

Education

College of the Canyons, Valencia, CA

Skills

Strong verbal and interpersonal skills. Self motivated, high level of energy. Problem analysis, use of judgement and ability to solve problems effectively and efficiently. Adaptability and ability to work under pressure. Organization and time management skills.

References

Cassandra Gaskin, Bioness Inc, 661-478-1814

Josie Yeshua, CPK, 818-345-9925

Michael Vairo, The Century Plaza, 661-993-5398

