

**Servers Test**

**Multiple Choice**

- 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

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(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

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- 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

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- 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

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- 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
  
- 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**

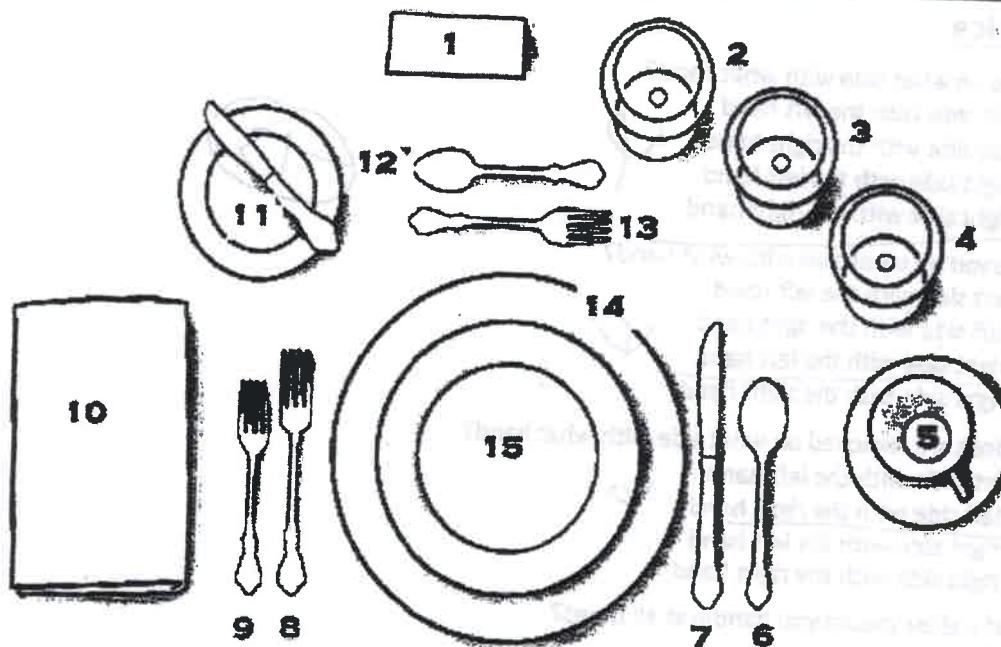
- D Scullery
- E Queen Mary
- C Chaffing Dish
- G French Passing
- B Russian Service
- F Corkscrew
- A Tray Jack

- 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 Claudia Elias

Score / 35

**Servers Test**



**Match the Number to the Correct Vocabulary**

10 Napkin

11 Bread Plate and Knife

1 Name Place Card

12 Teaspoon

13 Dessert Fork

16 Soup Spoon

15 Salad Plate

4 Water Glass

8 Dinner Fork

5 Tea or Coffee Cup and Saucer

7 Dinner Knife

34 Wine Glass (Red)

9 Salad Fork

14 Service Plate

2  Wine Glass (White)

**Fill in the Blank**

1. The utensils are placed 3 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Dessert Y
3. Synchronized service is when: J
4. What is generally indicated on the name placard other than the name? RESERVE
5. The Protein on a plate is typically served at what hour on the clock? Breakfast
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Notify expeditor

**Claudia Elias**  
155 s Mountain View Ave  
Los Angeles C.A 90057  
Agust, 2016

**Human Resource**  
Los Angeles C.A

**Dear: Human Resource Department**

I am writing to see if I qualify for the open position. It would be a pleasure to meet with you so that I might demonstrate how my abilities fit your needs precisely.

As you'll see from the enclosed resume, I am proficient in a variety of computer software programs. I am experienced in handling general office duties and answering phones cordially and courteously.

What my resume does not reveal is my professional demeanor and appearance. In a business environment, these qualities are of the utmost importance in dealing with patients as well as co-workers. In me, you'll discover a reliable, detail-oriented, and extremely hard-working assistant—one who will serve as a model to encourage other staff members to demonstrate the same high standard of professionalism.

If you will contact me at (213)322-8791 we can schedule an appointment.

**Sincere**

**Claudia Elias**

**Enclosure**



*Claudia Elias*  
**155 s mountain view Ave Apt 104**  
**Los Angeles, California 90057**  
***eliasclaudia36@outlook.com***  
**(213)322-8791**

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### **JOB OBJECTIVE**

Desire an entry level general office clerk position where I can utilize my skill and qualifications. Look forward to working with a company that offers an opportunity for growth and advancement.

### **SKILLS AND ABILITIES**

- Customer Service skills
- Telephone Techniques
- Bilingual English/Spanish
- Input data in computer
- Knowledge of Medical Insurance
- Appointment Scheduling
- Alphabetic Charting
- Knowledge of Windows
- Typing speed 40 wpm
- First aid/CPR certified

### **WORK EXPERIENCE**

#### ***Northeast Community Clinics***

#### **Medical Assistant Receptionist**

Los Angeles, California

February 2009 to March 2011

Greet patients and checking in and out, Verify accuracy and completeness of patient information And insurance documentation, Collet co-payments, Appointment scheduling, answer and transfer calls, Processing and filing of all documents, prepare patients charts.

#### ***99 Cent Stores***

#### **Cashier**

Los Angeles, California

September 2006 to October 2008

Greet customers, Answer phone, operated cash register, Balance daily store deposit, Assist customers and associates with daily inquiries, Stocked and organized shelves and priced merchandise.

#### ***Robinson's May***

#### **Customer Service Clerk**

Los Angeles, California

May 2000 to March 2005

Greet customers, Answer phone, Assist Customer and associates with daily transactions, Supervise daily cash transactions, Balance daily store deposit, Shipping and Receiving, Gift wrapped merchandise.

### **EDUCATION**

#### ***Los Angeles County Office of Education***

Career Planning and Preparation Seminar

Los Angeles, California

November 2013 to December 2013

#### ***American Career College***

Medical Assistant

Los Angeles, California

February 2008 to November 2008



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*Lupe Rosales*  
**Clinic Manager**  
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**(213)743-9000 Ext.277**  
***Acquainted for: 2 years***

*Norma Andrade*  
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**6121 Wilshire Blvd.**  
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***Acquainted for: 2 years***

*Monica Villa*  
**Supervisor**  
**3435 Wilshire Blvd. Suite 970**  
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**(213)739-2500**  
***Acquainted for: 2 years***

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