

Name Claudia Elias

Servers Test

Score / 35

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
- 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
- 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
- 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
- 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

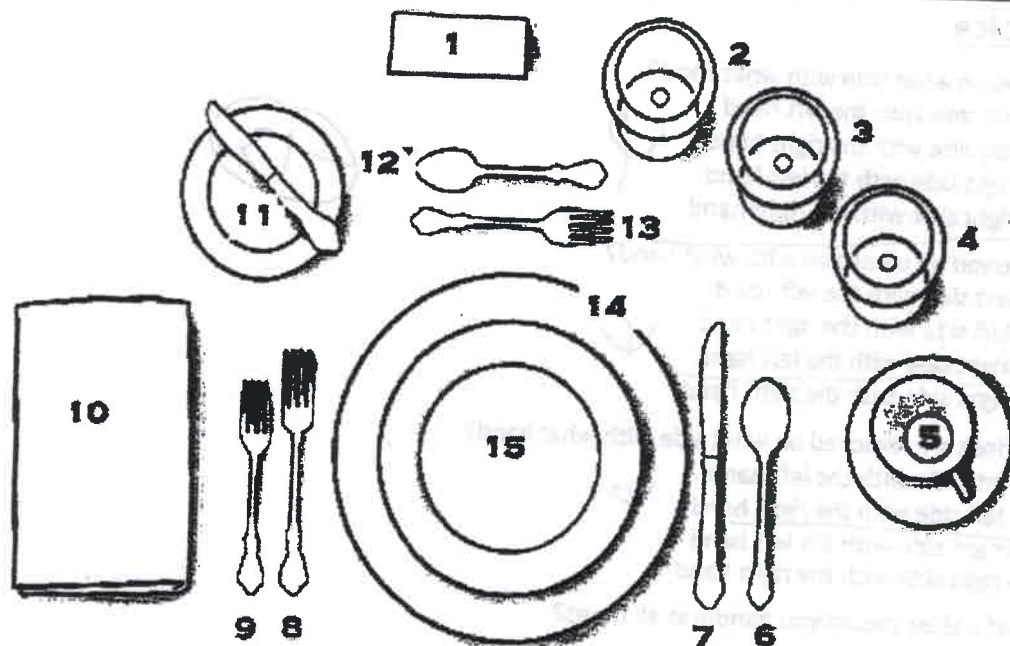
A Tray Jack

- 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

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

10

Napkin

11

Bread Plate and Knife

1

Name Place Card

12

Teaspoon

13

Dessert Fork

6

Soup Spoon

15

Salad Plate

4

Water Glass

8

Dinner Fork

5

Tea or Coffee Cup and Saucer

7

Dinner Knife

3

Wine Glass (Red)

9

Salad Fork

14

Service Plate

2

Wine Glass (White)

Fill in the Blank

- The utensils are placed 3 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Dessert
- Synchronized service is when: 4
- What is generally indicated on the name placard other than the name? reserve
- The Protein on a plate is typically served at what hour on the clock? Breakfast
- 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

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

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

Lupe Rosales
Clinic Manager
1414 S. Grand Avenue, Suite 200
Los Angeles, California 90015
(213)743-9000 Ext.277
Acquainted for: 2 years

Norma Andrade
Store Manager
6121 Wilshire Blvd.
Los Angeles California 90048
(323)939-9991
Acquainted for: 2 years

Monica Villa
Supervisor
3435 Wilshire Blvd. Suite 970
Los Angeles California 90010
(213)739-2500
Acquainted for: 2 years
