

Vera Morris
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QUALIFICATIONS AND SKILLS

- Customer Relations
- Station set-up and side work preparation
- Assist guest in menu selection providing accurate and detailed information
- Describe meal ingredients and cooking methods to patrons
- Take orders and serve food in a timely professional manner
- Synchronization of multiple orders to ensure simultaneous preparation for large parties
- Prepare and mix beverages as required
- Check guests regularly to fill drinks and check to see if anything is needed
- Prepare bill calculation with taxes for payment
- Handle cash and credit card transactions with accuracy and integrity
- Take necessary action to resolve any complaints
- Assist restaurant personnel
- Languages: English, Portuguese, and Spanish

EMPLOYMENT HISTORY

Tony's Bella Vista <u>Waitress</u>	2004 – 2014 Burbank, CA
Genios Café <u>Waitress</u>	2000 – 2004 Burbank, CA
Chicago Pizza <u>Waitress</u>	5/2000 – 10/2000 Burbank, CA
Tony's Bella Vista <u>Waitress</u>	1995 – 2000 Burbank, CA
Burbank Equestrian <u>Waitress</u>	1994 – 1995 Burbank, CA

EDUCATION

Hoover High School
High School Diploma

Name VERA MORRIS

Servers Test

Score / 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
- A 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
- A 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
- b 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

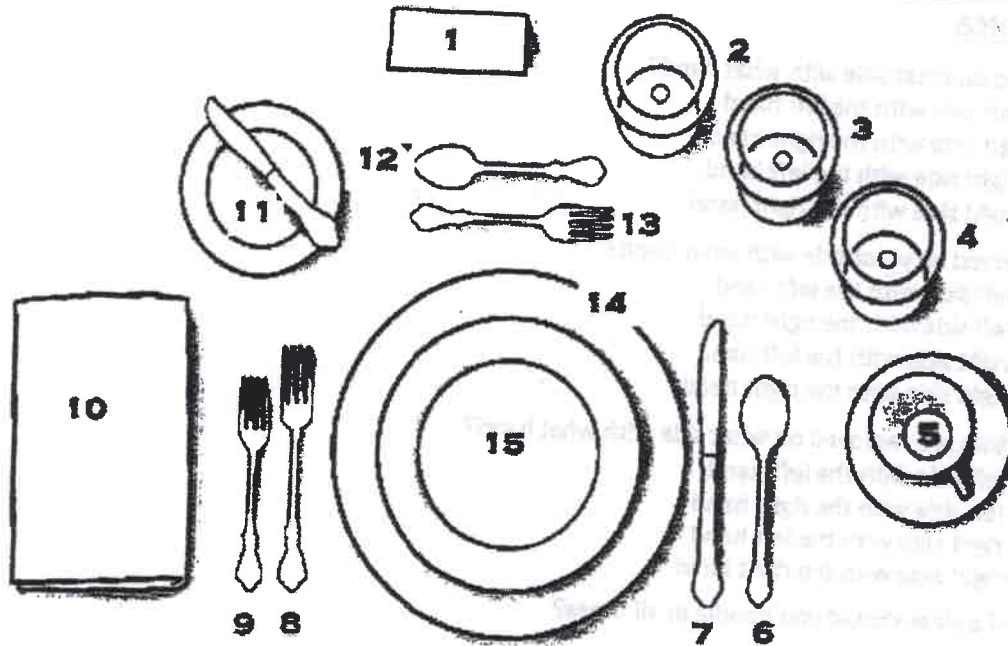
- D Scullery
E Queen Mary
A Chaffing Dish
B French Passing
G Russian Service
F Corkscrew
C Tray Jack

- 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 Vera Morris

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

2

Water Glass

8

Dinner Fork

5

Tea or Coffee Cup and Saucer

7

Dinner Knife

3

Wine Glass (Red)

9

Salad Fork

15

Service Plate

4

Wine Glass (White)

Fill in the Blank

- The utensils are placed 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? cream and sugar
- Synchronized service is when: we all do the same thing
- What is generally indicated on the name placard other than the name? food type
- The Protein on a plate is typically served at what hour on the clock? main dish
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
fine out if we have it and say let me see what we can do