

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

—7

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

P

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
nicely

Match the Correct Vocabulary

D Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

B 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)

A Chaffing Dish

C. Used to hold a large tray on the dining floor

E French Passing

D. Area for dirty dishware and glasses

G Russian Service

E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

F. Used to open bottles of wine

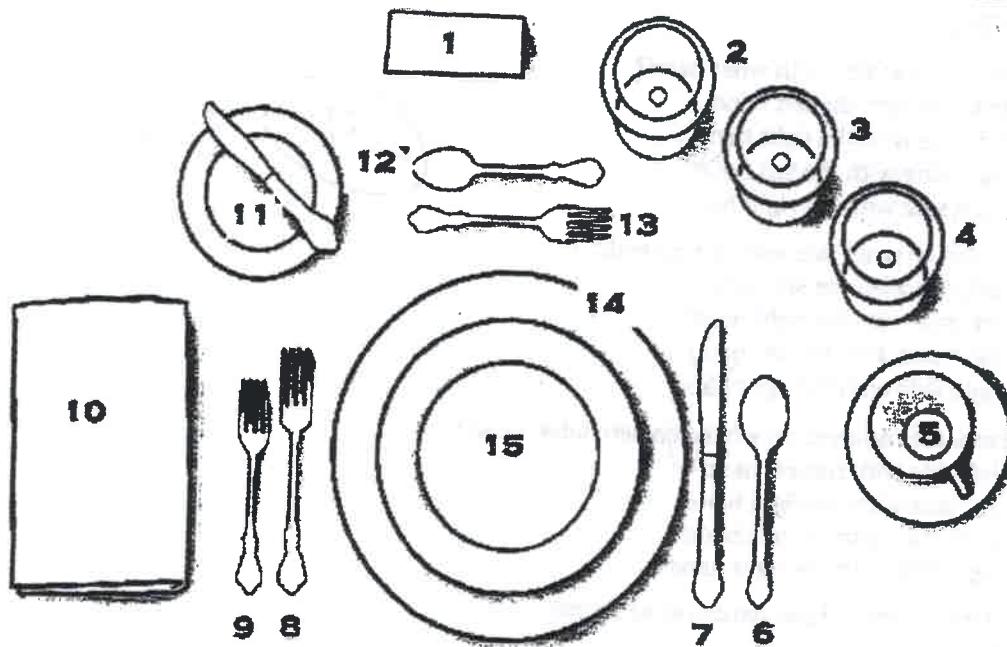
C Tray Jack

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>11</u>	Bread Plate and Knife
<u>1</u>	Name Place Card
<u>12</u>	Teaspoon
<u>13</u>	Dessert Fork
<u>6</u>	Soup Spoon
<u>15</u>	Salad Plate
<u>4</u>	Water Glass

<u>8</u>	Dinner Fork
<u>5</u>	Tea or Coffee Cup and Saucer
<u>7</u>	Dinner Knife
<u>2</u>	Wine Glass (Red)
<u>9</u>	Salad Fork
<u>14</u>	Service Plate
<u>3</u>	Wine Glass (White)

Fill in the Blank

1. The utensils are placed 2 ✓ inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? SUGAR | CREAM
3. Synchronized service is when: everyone operates @ the same time
4. What is generally indicated on the name placard other than the name? #S
5. The Protein on a plate is typically served at what hour on the clock? 5:00 PM
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? TALK with manager + Kitchen

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EDUCATION

Columbia College Chicago

Bachelor of Arts in Television Writing and Production, May 2016

Homewood Flossmoor High School

General Education, 2012

WORK HISTORY

Dixie Kitchen, Lansing, IL

April 2015- Open

Server/ Server Trainer/ Bartender/ Host

- Provided customer service by taking and serving food and drink orders
- Managed customer-related conflicts as they arose
- Handled large parties and served up to 10 tables simultaneously
- Responsible for handling cash, having appropriate cash/check-out
- Responsible for making drinks for myself and others
- Greeted customers and answered phones accordingly

Bar Louie, Matteson, IL

June 2014-June 2015

Server/ Server Trainer

- Provided customer service by taking and serving food and drink orders
- Managed customer-related conflicts as they arose
- Handled large parties and served up to 10 tables simultaneously

Marcus Theater, Chicago Heights, IL

September 2012– October 2014

Assistant Manager

- Dealt with handling cash and auditing safe every work shift.
- Managed payroll, weekly schedules and new inventory.
- Responsible for opening and closing building during work shift.
- Responsible for handling my own money and counting down my own register
- Handled multiple projects in a fast paced environment
- Conducted staff meetings

