

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

Y

7

D 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

4

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

Y

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

1

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

2

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

3

Match the Correct Vocabulary

D Scullery

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

E 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

G French Passing

D. Area for dirty dishware and glasses

B 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

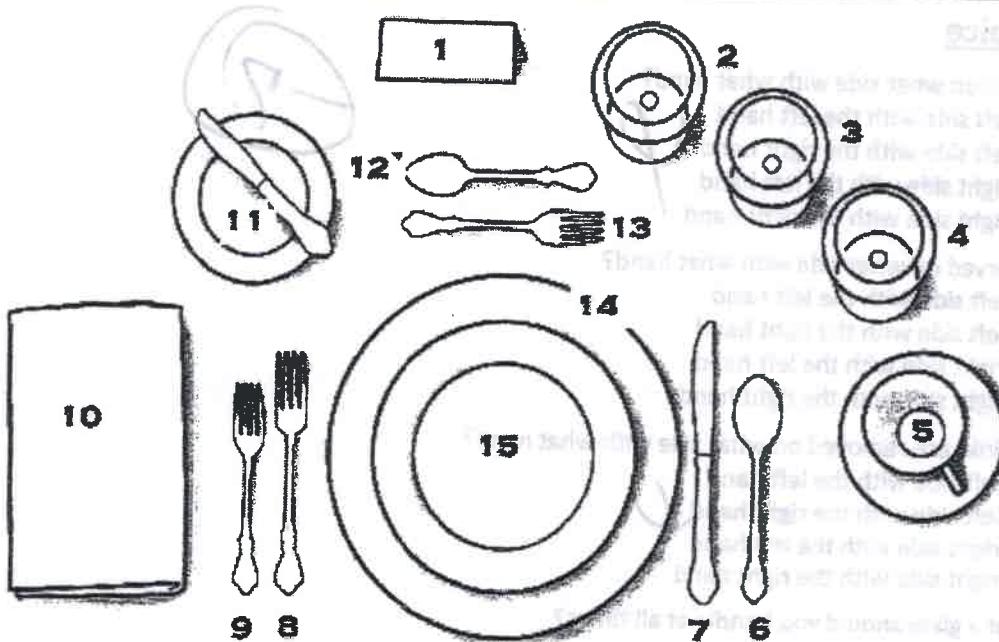
C Tray Jack

G. Style of dining in which the courses come out one at a time

Name Jeremy Wright

Score / 35

Servers Test



Match the Number to the Correct Vocabulary

<u>10</u>	Napkin
<u>11</u>	Bread Plate and Knife
<u>12</u>	Name Place Card
<u>13</u>	Teaspoon
<u>14</u>	Dessert Fork
<u>15</u>	Soup Spoon
<u>24</u>	Salad Plate
	Water Glass

<u>8</u>	Dinner Fork
<u>5</u>	Tea or Coffee Cup and Saucer
<u>7</u>	Dinner Knife
<u>3</u>	Wine Glass (Red)
<u>9</u>	Salad Fork
<u>14</u>	Service Plate
<u>4</u>	Wine Glass (White)

Fill in the Blank

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

Respond as to availability, finish serving the table, and return to kitchen for alternate entrée

Jeremy Wright

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Summary

- Professional knowledge of MS Office, Internet, email, and QuickBooks Pro
- 3+ years clerical accounting/ bookkeeping
- 10+ years customer service, representing company interests on-and-off the job
- Experienced in an office environment; proficient in the use of telephone, fax, copier, scanners, mailers, office PCs
- Able to build comprehensive financial reports, complete digital filing, filing, and paperwork
- Able to build and complete payroll for a small business.

Highlights

- MS Excel
- MS Word
- MS Access
- MS Outlook
- Internet
- QuickBooks Pro
- Lotus Notes
- Excellent written and communication skills
- Always completes work in a timely manner
- Can work team-oriented, or on an individual basis
- Honest, reliable, and productive

Experience

**02/2011 - 05/2013 Office Assistant
Brooklyn College —Brooklyn, NY**

**Office of Finance and Business Management
Office of Student Affairs
Department of Fine Arts**

Light office duties including, but not limited to, telephone, mail, copying/ filing, technical problem solving. Assisted in Freshman/ Transfer/ Graduate Student Orientation, Campus Open House events. counseled students and prospective students on issues related to degree progress, transfer evaluations, and facilitated appointments for the academic staff. MS Office, QuickBooks Pro, MacIntosh O/S.

New York Staffing, Inc. --New York, NY

Office receptionist: handling all office communications (email and telephone,) greeting visitors to the office. MS Office, MS Outlook.

New York Life --New York, NY

Office clerk: creating, sorting, and disseminating daily reports to the staff; handling all office and inter-office correspondence. Lotus Notes, MS Office.

09/2005 – 02/2007 Office Clerk

Lloyd Staffing Services, LLP --New York, NY

J.P. Morgan --New York, NY

Performed clerical office duties including digital filing.

Bellevue Hospital --New York, NY

Assisted in financial reporting to state funding agencies of various hospital service programs using MS EXCEL, MS Outlook, and MS Word.

04/2004 - 07/2005 Front Desk/Night Audit

Comfort Inn and Suites Resort --Cocoa Beach, FL

3901 N Atlantic Ave, Cocoa Beach, FL 32931

(321) 783-2221

Performed all customer service/concierge duties at front desk, in addition to auditing the hotel books at night.

03/2002 - 5/2003

Office Assistant

MZL, Inc. --Houston, TX

810 Jackson Hill

Houston, TX 77007-5771

(713) 861-3275

Performed light office duties including assisting in payroll and expense reports, handled all office communications, managed company electrical parts supply, and drafted electrical plans to the City of Houston. MS Office, AutoCAD, QuickBooks Pro

04/2000 -- 12/2001

Convergys Corp. --Houston, TX

Technical Service Representative

12031 North Fwy

Houston, TX 77060

(281)765-3900

Performed technical support for client company Prodigy Internet via telephone and email. Received additional training to provide hardware/ software technical support for other clients such as Compaq and SBC DSL.

Education

2009 – Present Bachelor of Science: Public Accounting
Brooklyn College/ CUNY --Brooklyn, NY

1989 - 1993 High School Diploma: General Studies
Cy-Fair Senior High --Cypress, TX

