

Servers Test

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

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

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

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

A 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

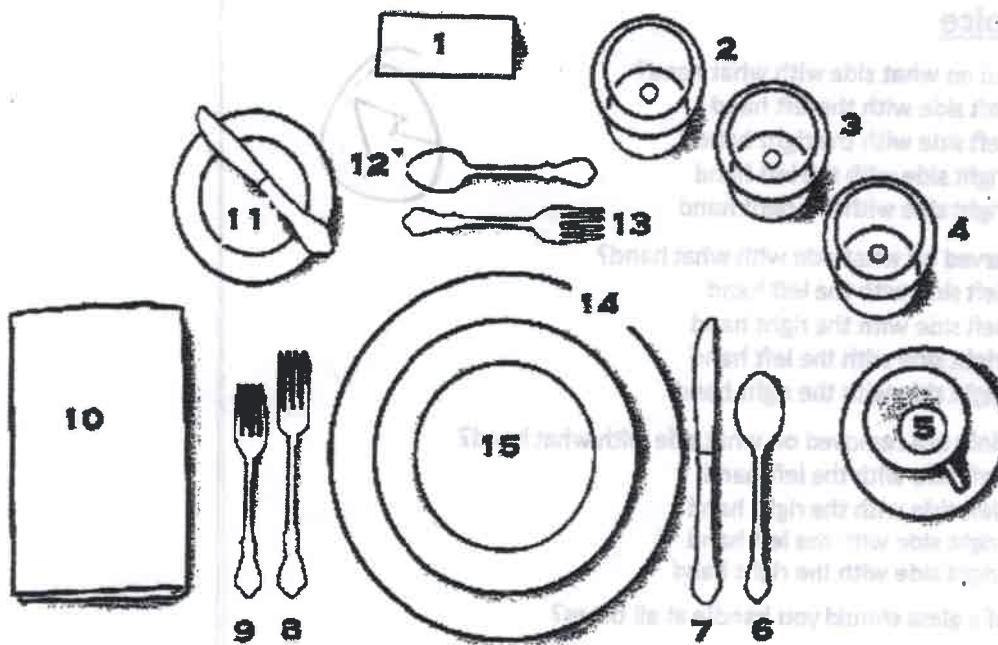
F. Used to open bottles of wine

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

Name _____

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

<u>10</u>	Napkin	<u>8</u>	Dinner Fork
<u>11</u>	Bread Plate and Knife	<u>5</u>	Tea or Coffee Cup and Saucer
<u>1</u>	Name Place Card	<u>7</u>	Dinner Knife
<u>12</u>	Teaspoon	<u>3</u>	Wine Glass (Red)
<u>13</u>	Dessert Fork	<u>9</u>	Salad Fork
<u>14</u>	Soup Spoon	<u>14</u>	Service Plate
<u>15</u>	Salad Plate	<u>15</u>	Wine Glass (White)
<u>16</u>	Water Glass		

Fill in the Blank

1. The utensils are placed 6 1/2 inches from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? snacks
3. Synchronized service is when: the same time
4. What is generally indicated on the name placard other than the name? Business name
5. The Protein on a plate is typically served at what hour on the clock? 6:00
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? ask for a special request

SAMSON B. TAMERAT | Resume

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Summary:

A hard-working, self-motivated individual with strong organizational skills seeks to assist as a AAA Sales Agent with professionalism, diligence, and exemplary customer service.

Experience:**Public Storage****Sales (February 2014- Current)**

Assist customers in getting storage spaces for their moving needs

Taking inbound sales calls, as well as making outbound calls to gain new customers

Assist with customer service/billing issues if and when needed

Dreamland Hotel & Resort | Debre Zeit, Ethiopia**Manager (April 2012- January 2014)**

Managed staff in proper hotel operational standards, services, and guest satisfaction

Resolved ongoing questions or concerns guests or employees had

Managed appointments and schedules

Assisted GM with interview & hiring process

Help organize events such as (meetings, conferences, weddings, parties, etc)

Helped in the kitchen when needed, serving customers, cleaning tables & dishes

Red Vans Management | Inglewood, CA**Reservation/Customer Service Agent (July 2009- Jan. 2012)**

Lead sales associate

Continuously increased sales year over year

Assisted customers with any inquiries or complaints

Increased customer retention with excellent issue resolution skills

Superior Grocers | Los Angeles, CA

Cashier (April 2009- July 2009)

Scanned or manually typed items purchased by customers into the computing system

Handled cash, credit, and check payments made by customers

Issued cash and credit refunds to customers

Tidied up store to give it a clean and neat appearance

AT&T Wireless | Herndon, VA

Sales/Customer Service Associate (April 2007- Nov. 2007)

Assisted customers with any inquiries or concerns they might have

Assisted customers in finding the best possible products and services to tailor to their needs

Helped with any technical or repair issues

Made calls or sent out emails to clients pertaining to their accounts

Made sure all store locations were well-kept and presentable for customers

Dick's Sporting Goods | Dulles, VA

Apparel Sales Associate (Feb. 2006- April 2007)

Assisted customers with any questions or concerns they had about fitness or sporting goods apparel

Promoted different products from companies such as Nike, Adidas, Under Armour, and North Face

Stocked new merchandize as well as took down old merchandize depending on the season or fashion

Worked closely with managers and supervisors in completing any projects assigned

Kept department clean and presentable at all times

Assisted other departments when needed

Education:

Los Angeles City College | Los Angeles, CA

Working on Associates Degree in Business Management

Relevant Skills:

Expert in cash handling and management

Excellent phone etiquette

Exceptional time management and organizational skills

Strong interpersonal skills

Calm and friendly demeanor

Proficient in MS Office Applications

Activities & Hobbies:

Playing basketball since a youth

Swimming since age 3

Gained multicultural experience working & traveling within Ethiopia, Mexico, Thailand, UAE & the Bahamas

Bilingual, fluent in English and Amharic

Work & Personal References:

Vicki Krysinski-Massaro: Corporate Sales Manager @ Red Vans Management, [\(310\)536-7922](tel:(310)536-7922)

Daniel Atwater: Account Manager @ The Pollack PR Marketing Group, [\(323\)841-3500](tel:(323)841-3500)

Tamerat Zewdie: General Manager and Owner @ Dreamland Hotel & Resort, [+251911201169](tel:+251911201169)

Volunteering:

AsOne Charity | Los Angeles, CA (2011-Current)

Feed needy and homeless people in downtown LA near skid row, give out donated clothing, hand out personalized cards with loving messages written in them, and give group and individual prayers for people

World Harvest Food Bank | Los Angeles, CA (2010-2011)

Sorted and organized food items that had been donated for needy families

Bridging the Gap | Cambridge, MA (2004-2005)

Gave out Thanksgiving/Christmas dinners to needy families, cleaned the community by picking up trash, mentored youth

Additional:

2011 Simmie Lewis Sanders Scholarship recipient

2010 Red Vans Management Employee of the Year