Name _____ Clarence Shew

Score ___ /35

Servers Test

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 dinning 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
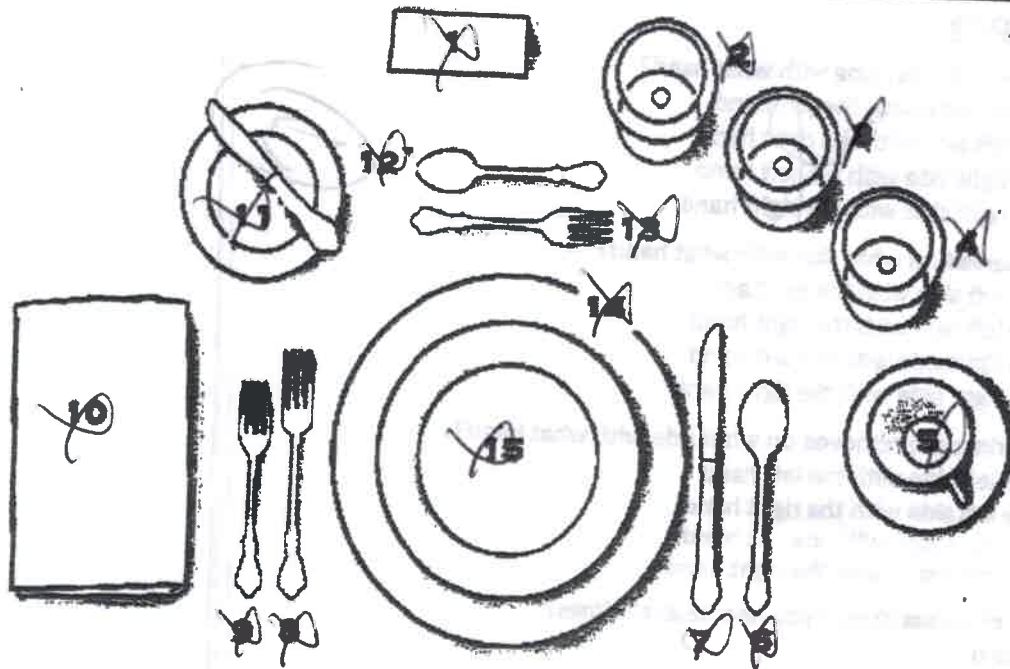
Match the Correct Vocabulary

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

Acrobat
outsourcing
Your Hospitality Staffing Professionals

Name _____

Servers Test

Score ___ / 35

Match the Number to the Correct Vocabulary

10	Napkin		8	Dinner Fork
11	Bread Plate and Knife		5	Tea or Coffee Cup and Saucer
1	Name Place Card		7	Dinner Knife
12	Teaspoon		2	Wine Glass (Red)
13	Dessert Fork		9	Salad Fork
6	Soup Spoon		14	Service Plate
15	Salad Plate		3	Wine Glass (White)
4	Water Glass			

Fill in the Blank

1. The utensils are placed ___1/2 (1)___ inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? ___sugar cream spoon & napkin if not there___
3. Synchronized service is when: ___More than one server is serving the same table___
4. What is generally indicated on the name placard other than the name? _____
5. The Protein on a plate is typically served at what hour on the clock? ___6___
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
   ___report to the chef___

Clarence W. W. Shaw IV
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North Hollywood, CA 91606

To whom it may concern. I have researched information about your company and the positions you may have available. With my experience in the restaurant industry, I have come to the conclusion that I am a perfect fit for your company and the position you have available. In the past 5 years I have been working for Bella Vista Brazilian Gourmet Pizza as a food server and a serving leader and trainer. There I was responsible for scheduling employees, bookkeeping, food preparation, taking reservations, handling food on serving trays and carrying 3 or 4 plates at one time serving customers in a timely manner, as well as providing customer service and problem solving. I have attached a resume of my employment history and school for the past several years. I hope that you take the time to review these document to see that I have the adequate training and experience to be a positive team member in your establishment.

Thank you for your time and consideration!

Clarence W. W. Shaw
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Clarence W. Shaw

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Objective: Innovative and highly-motivated make-up artist and skin care expert prepared to establish and maintain customer relationships to maximize and exceed monthly sales goals and continuous growth within your company.

Professional Experience:

Server (April 2010 – Present)
Bella Vista Brazilian Gourmet, Culver City, CA

Responsibilities Include:

- Work with a large team of highly skilled restaurant staff, catering to a unique international clientele excelling in customer service. (Have received many personal, positive testimonials on Yelp!)
- Handle traditional merchant services, large event planning, staff organization and individual attention to customer needs

Business Manager (December 2007 – March 2010)
Lancôme, St. Louis, MO

Responsibilities Include:

- Lancôme cosmetics, skin care expert and make-up artist
- Taught classes on beauty defining
- Organized monthly and yearly sales goals
- Successfully created events during off-season sales periods to increase traffic and product excitement
- Managed sales team, included writing schedules, merchant services, and working closely with upper management account coordinator

Beauty Advisor (March 2005 – December 2007)
Lancôme, St. Louis, MO

Responsibilities Include:

- Make-up application. Knowledge of Skin-care products.
- Freelance artistry for special events

Self-Employed Freelance Artistry (2002 – Present)
St. Louis, Missouri. Chicago, Illinois. Atlanta, Georgia.
Phoenix, Arizona. Los Angeles, California
Education Details:

Lancôme Elite Class, **2-month program, Make-Up Certification**

National Academy of Beauty and Arts, School of Cosmetology

Associates Degree, Southwestern Illinois College, Business Management, Belleville, Illinois

O'Fallon Township High School, O'Fallon, Illinois

References available upon request