

Name Ernesto Reyes Garcia

**Servers Test**

Score / 35

**Multiple Choice**

- A C 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
- C 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
- 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

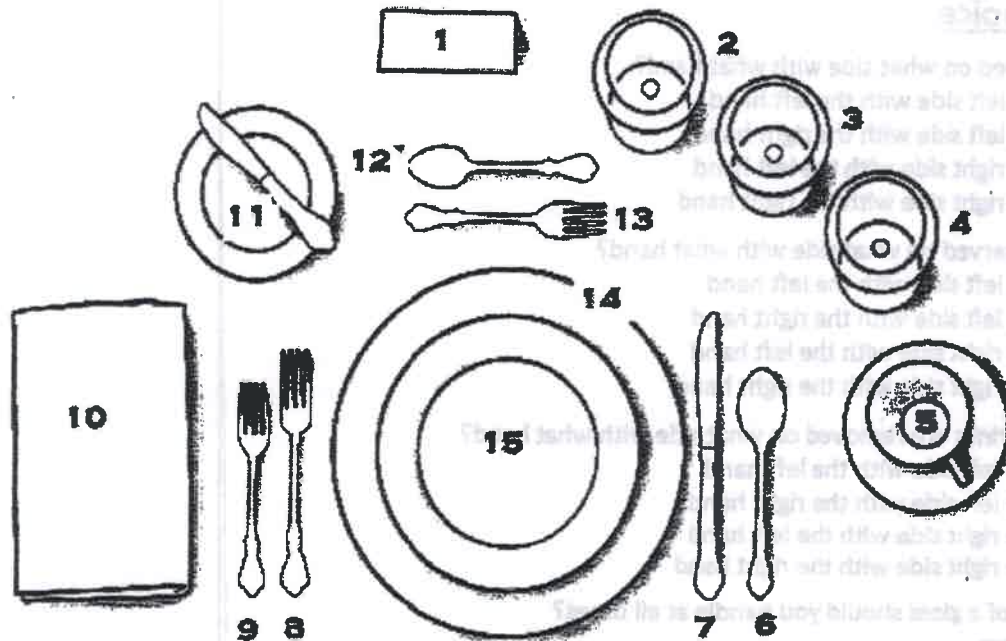
**Match the Correct Vocabulary**

- |                          |  |
|--------------------------|--|
| <u>D</u> Scullery        | ✗ Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>E</u> Queen Mary      | ✗ 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) |
| <u>A</u> Chaffing Dish   | C. Used to hold a large tray on the dining floor   |
| <u>B</u> French Passing  | ✗ Area for dirty dishware and glasses  |
| <u>G</u> Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored  |
| <u>F</u> Corkscrew       | ✗ Used to open bottles of wine   |
| <u>C</u> Tray Jack       | ✗ Style of dining in which the courses come out one at a time  |

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### 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>2</u>  | Wine Glass (Red)             |
| <u>13</u> | Dessert Fork          | <u>9</u>  | Salad Fork                   |
| <u>6</u>  | Soup Spoon            | <u>14</u> | Service Plate                |
| <u>15</u> | Salad Plate           | <u>4</u>  | Wine Glass (White)           |
| <u>3</u>  | Water Glass           |           |                              |

### Fill in the Blank

- The utensils are placed one inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? lemon, sugar/honey, tea spoon, kettle
- Synchronized service is when: everyone is on the same page through service.
- What is generally indicated on the name placard other than the name? title
- The Protein on a plate is typically served at what hour on the clock? 5:00 clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
Contact chef.

# Reyes Garcia

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## OBJECTIVE

Resourceful, highly organized, and accomplished food service professional with extensive customer experience looking for a server job in the food industry. Consistently recognized for improving operational procedures, maintaining focus on priority assignments while still expertly multi-tasking, and displaying professionalism and a calm demeanor during high-volume work periods. Fast learner with proven ability to hit the ground running.

## WORK EXPERIENCE

### Server at Vintage Café (Whittier, CA)

February 2016 – Present

- Manage up to 20 tables with ease
- Set formal place settings for fine dining experience
- Host, bus tables, expo, oversee both cocktail bar and dining room
- Create and implement quality assurance for food delivery before bringing to customer
- Coordinate and execute special outside catering events
- Build relationships with customers to bring about ongoing customer loyalty and future business

### Server at Buffalo Wild Wings (Hollywood, CA)

July 2015 – December 2015

- Created and implemented quality assurance for food delivery before bringing to customer
- Resolved problems immediately to ensure customer satisfaction
- Performed closing duties for store
- Anticipated needs and empathize with diverse customer base

### Server at Elephant Bar (Downey, CA)

October 2014 – July 2015

- Maintained great relationships with co-workers, employer, and customers
- Anticipated needs and empathized with diverse customer base

### Server at BJ's Brew House (Montebello, CA)

April 2013 – October 2014

- Hosted, bussed tables, ran food, oversaw both cocktail bar and dining room
- Performed closing duties for store

### Marketing Representative for Renaissance Medical Aesthetics (Orange, CA)

June 2012 – March 2013

- Led sales team for launch of new beauty line by targeting major vendors, suppliers, and spas
- Developed sales presentations, target market materials, and cost analysis of target customers
- Managed relationships with multiple locations through product changes
- Planned budget and tracked both spending and revenue to show sales patterns
- Analyzed marketing and advertising in relation to sales goals
- Achieved 126% sales objectives
- Implemented customer rewards program to continually increase sales

### Lead Sales Associate at Cop-A-Tan (Hermosa Beach, CA)

July 2011 – May 2012

- Headed front desk operations, scheduling, bookkeeping, special events, and promotions
- Increased store sales 15% in first month, 8% yearly
- Ensured housekeeping standards
- Piloted programs designed to increase sales by creating single, multiple, and group-discount packages
- Managed budget and ordering of inventory, dealing with cash, credits, and refunds

