

Name _____

Servers Test

Score / 35

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
- 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

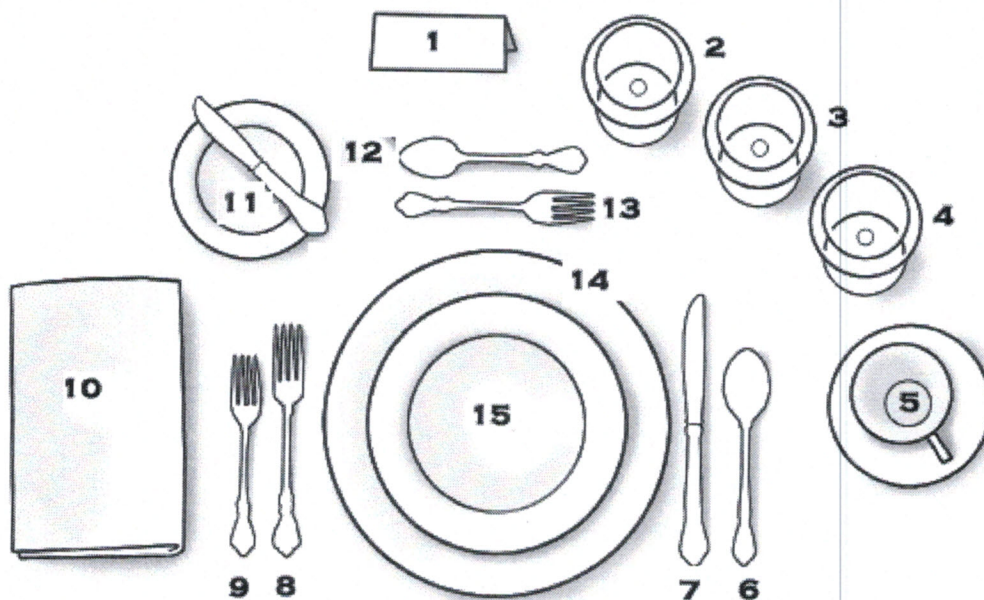
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <u>d</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>e</u> 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) |
| <u>a</u> Chaffing Dish | C. Used to hold a large tray on the dining floor |
| <u>b</u> French Passing | D. Area for dirty dishware and glasses |
| <u>c</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 | F. Used to open bottles of wine |
| <u>g</u> Tray Jack | G. 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>3</u>	Wine Glass (White)
<u>4</u>	Water Glass		

Fill in the Blank

- The utensils are placed 12 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? milk, sugar, napkins
- Synchronized service is when: _____
- What is generally indicated on the name placard other than the name? seat
- The Protein on a plate is typically served at what hour on the clock? _____
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

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Personal Statement

Extremely hard worker as well as skilled- orientated, punctual/reliable, and demonstrate quick – paced comprehension and retention qualities. Along with enlisting in the United States Navy for the past 3 years, I also acquire stellar communication skills, respect, and strong leadership qualities. I own every job I take on, showing dignity and pride in self and work.

Education

Bachelor Degree in Science/ Major in Organizational Management

La Verne University, Point Mugu CA

- GPA: Dean's Honor Roll consistently two semesters

High School Diplomatic

Patchogue Medford High School

September 2009- January 2013

- Graduated half year early willingly due to boot camp ship out date with exceptional grades

Work Experience

Petty Officer 3RD Class

U.S Military

Ventura, CA

June 2013- present

-Administration. Proficiently working alongside with many individuals to input data and submitting to deadlines. Extremely organized and work well in fast paced work environments.

-Ranked 3.7 out of 4.0. Always on time, attentive, and possess disciplinary structure qualities.

Server

House Parties/ Special Events

November 2015- March 2015

Responsible for providing ad efficient and professional service for events held between 30-45 people. Self-sufficiently I was solely responsible for food preparation and serving, as well as clean up catering. I also possess a well desirable knowledge for wine and beer.

- Ability to maintain confidence and keeping customers happy.
- Ability to produce consistently accurate work even while under pressure.
- Responsible for operational management of platter quality.
- Extremely well at turning customer complaints into sale opportunities.

Customer Service/ Retail

711, Port Jefferson, New York

May 2012-May 2013

Responsible for subjecting to professional administrative and clerical service to colleagues, managers/ supervisors as well as customers to facilitate the efficient operable store including food preparation/catering, administrative assistance and customer service.

- Strong organizational, administrative and analytical skills.
- Ensuring all health and safety requirements were met,
- Keeping track of all deadlines.
- Solving customer service problems.

Skills

- Ability to quickly identify and resolve problems
- Knowledgeable in wine and beer crafts
- Ability to communicate effectively with a wide range of people

-Acquire a responsible attitude, remaining calm under pressure and possessing superb decision making skills.

References

"U.S Military" Brandon Matthews (Co-Worker) p. 843 -714- 8360

"Event Server" Sarah Brand (last current) p. 631-205-8424

"711" Kelly Hermann (Corporate Manager) p.631-681-4407