

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

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

a

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

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

B

French Passing

D. Area for dirty dishware and glasses

E

Russian Service

E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F

Corkscrew

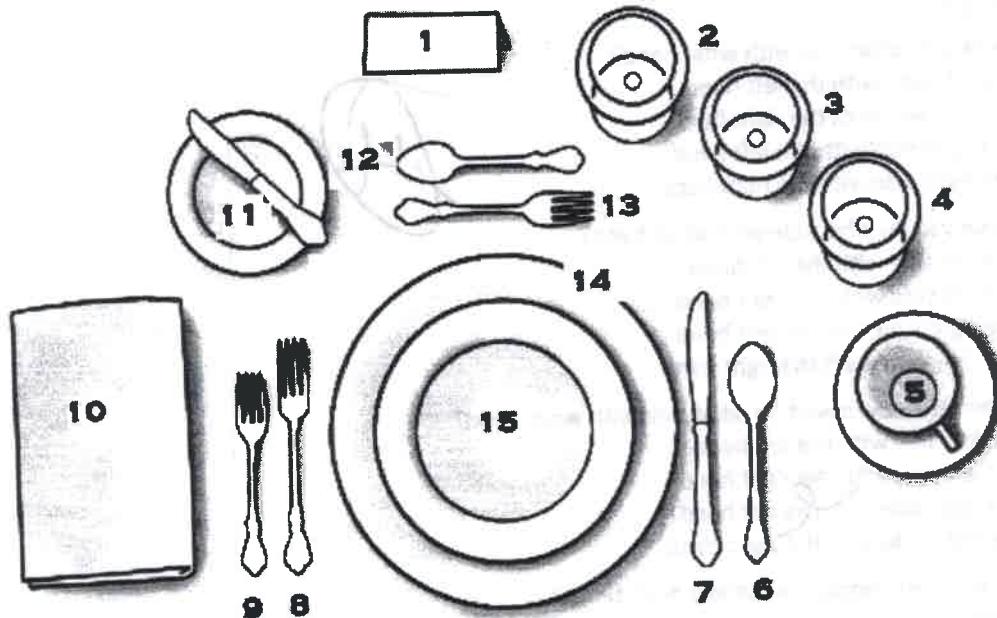
F. Used to open bottles of wine

C

Tray Jack

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

Servers Test



Match the Number to the Correct Vocabulary

<u>10</u>	Napkin
<u>11</u>	Bread Plate and Knife
<u>1</u>	Name Place Card
<u>12</u>	Teaspoon
<u>13</u>	Dessert Fork
<u>5</u>	Soup Spoon
<u>15</u>	Salad Plate
<u>2</u>	Water Glass

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

Fill in the Blank

1. The utensils are placed 1 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Sugar, Cream
3. Synchronized service is when: Salad, soup, appetizer, main course, dessert & all dinner dishes
4. What is generally indicated on the name placard other than the name? Plate Name
5. The Protein on a plate is typically served at what hour on the clock? Lunch & dinner
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Served; talk to the chef special Request & inform the guest.

Cashier Test

Score / 15

b

10

a

5

d
2

c

0.50

①

c

b

d

a

- 1) A roll of quarters is worth?
 - a) \$5.00
 - b) \$10.00
 - c) \$15.00
 - d) \$20.00
- 2) A roll of dimes is worth?
 - a) \$5.00
 - b) \$4.00
 - c) \$3.00
 - d) \$2.00
- 3) A roll of nickels is worth?
 - a) \$8.00
 - b) \$6.00
 - c) \$4.00
 - d) \$2.00
- 4) A roll of pennies is worth?
 - a) \$1.00
 - b) \$0.75
 - c) \$0.50
 - d) \$0.25
- 5) What does POS stand for?
 - a) Patience over standards
 - b) Percentage of sales
 - c) Point of sales
 - d) People over service
- 6) What is the current sales tax rate in your city 9%?
- 7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?
 - a) \$4.06
 - b) \$2.06
 - c) \$7.06
 - d) \$5.06
- 8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?
 - a) \$19.50
 - b) \$14.50
 - c) \$9.50
 - d) \$4.50
- 9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?
 - a) \$6.00
 - b) \$8.00
 - c) \$10.00
 - d) \$12.00
- 10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?
 - a) \$78.50
 - b) \$58.50
 - c) \$38.50
 - d) \$28.50

b

11) Counterfeit pens should be used on which three denominations?

- a) \$20, \$50, \$100
- b) \$10, \$20, \$50
- c) \$5, \$50, \$100
- d) \$10, \$20, \$50

b

12) How many times should you count change when giving it to the customer?

- a) one
- b) two
- c) three
- d) no need to count

Question & Answer:

13) What is the minimum age for legal alcohol purchases? 21

14) What are the acceptable forms of ID for alcohol purchases? ID or DL

15) How many \$20 bills are in a bank band? 100

Briony Reichle
bri.hotels49@gmail.com

General Information.

To work in a fast paced environment that stresses customer service and offers an advancement to grow....I have great upscale customer service skills ...having and approaching the customer's needs and providing the extra mile of service.

Education.

1993-1999 Hollywood High School

2000 LACC Los Angeles Community College.

Work Experience.

CHIN-CHIN CATERING DPT.

3950 South Doheny Beverly Hills CA.=====323-252-0560====2000-2015
POSITION CATERING SERVER. Serving American Chinese cuisine to small and large parties and bartending as needed.
CONTACT.....Joseph Bell.

EMBASSY SUITES HOTEL.

39375 5th.West Palmdale CA=====661266375===== 2011-2012
POSITION....NIGHT AUDITOREDC Transmitting. House accts. Micros Outlet distribution. Balancingaccts. Grl, mgr and sales director packs. Etc.
CONTACT..... Jonathan F&B Director.

EMBASSY SUITES HOTEL.

8425 Firestone Blvd. Downey CA =====562-861-1900=====2009-2010
POSITION....REST. SERVER / BARTENDER.....Serving American cuisine for lunch and dinner ...Bartending as needed at main bar.
CONTACTSusan Hillbers...HR Director.

RITZ-CARLTON HUNTINGTON HOTEL AND SPA

1401 South Oak Knoll Ave. Pasadena CA ===626-568-3900=====2006-2008
POSITION...BARTENDER.....Mixology of drinks.
CONTACT... Brian Sherwood ..F&B Director Assist.

NORWALK MARRIOTT HOTEL

1355 N. Sycamore Norwalk CA ======562-863-5555=====2004-2005
POSITION...,REST. SERVER / BARTENDER....Serving American Cuisine at the restaurant
for dinner and bartending on weekends at Cabrios Lounge
CONTACT..Roberto Cortez ...F&B Director.

HOLLYWOOD ROOSEVELT HOTEL.

7000 Hollywood Blvd. Hollywood CA=====323-466-7000=====1993-2003
POSITION....FINE DINNING SERVER / REST. MANAGER....Serving American cuisine for
fine dinningrestaurant Theodores's .. And filing all office paperwork for the day .
closing computers at the end of cicle ..Operating and filling all duties of the end of the
month.closing restaurant and room service depts..
CONTACT....Sami Affif ...F&B Director.

OTHER SKILLS..

Excel, Microsoft Word, Typewriter, ONQ Prop.Mgnt.Fosse, Note and Word Pad, Fax
and Copy Machine..Management Experience Accounting Experience and Great
customer service skills..fully acknowledge of English and Spanish written and verbal.

