

**Servers Test**

**Score / 35**

**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 A Scullery

E E Queen Mary

A E Chaffing Dish

B B French Pessing

C B Russian Service

F F Corkscrew

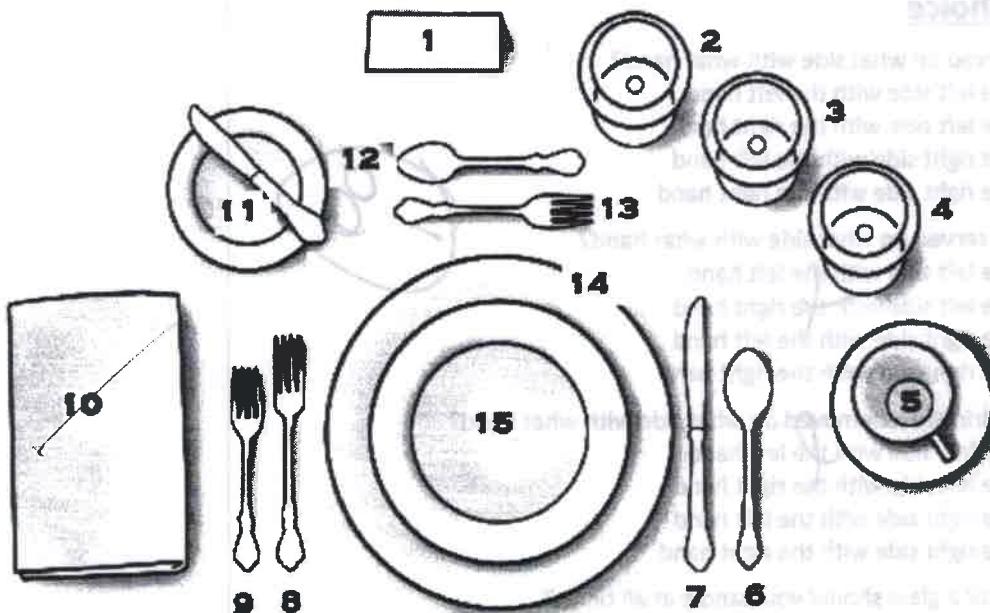
C C Tray Jack

- 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 \_\_\_\_\_

Score / 35

**Servers Test**



**Match the Number to the Correct Vocabulary**

<u>10</u>	Napkin	<u>8</u>	Dinner Fork
<u>15</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>4</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>2</u>	Water Glass		

**Fill in the Blank**

1. The utensils are placed 2 7 inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? dessert

3. Synchronized service is when: All dishes are brought out at once.

4. What is generally indicated on the name placard other than the name? Food preference.

5. The Protein on a plate is typically served at what hour on the clock? 7:00 - 7:30

6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Go to back of house and ~~ask~~ ask for the specialty dish

# Michael Byrnes

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## SUMMARY

To bring my passion, intellect, and drive to contribute to a company that I believe in while doing all I can to continue its growth.

## EXPERIENCE

### Independent Contractor, J and L Catering

Chicago, Illinois — 2012 - 2014

Responsibilities included bartender, floor service, set up and break down, as well as driver for company vehicles.

#### Accomplishments

- Serviced fast paced, upscale VIP events, weddings, and corporate parties.
- Worked late hours as well as long shifts.
- Fluctuated roles throughout shifts to accommodate needs of guests as well as supervisors in order to keep things running smoothly and facilitate customer hospitality.

### Store Front Manager, Cooking Fools

Chicago, Illinois — 2015

Worked solo opening and closing shifts. Responsibilities included stocking and inventory of alcohol, food preparation, running cash register, and customer hospitality.

#### Accomplishments

- Got to know customers personally and brought new business into the store.
- Learned a great deal about wines from South America, Africa, as well as American craft beers.

## EDUCATION

### Columbia College Chicago

Bachelor of Music in Contemporary, Urban, Popular music — 2009-2013

Graduated with a Bachelor of Music with a focus in Bass performance.

## SKILLS

- Quick Service
- Ability to bring efficiency to any situation
- Prompt and communicative
- Experienced in diffusing negative situations with guests, leaving them feeling satisfied

## REFERENCES

Gary Yerkins – Teacher and Mentor

Phone: (410) 869 6946

Cam Harshman - Supervisor at J and L Catering

Phone: (773) 390 0538

Victor Ortiz - Supervisor at Cooking Fools

Phone: (708) 417 9899

