

Name

Brittany Visser

Score / 35

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

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

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

D Scullery

- 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

E Queen Mary

A Chaffing Dish

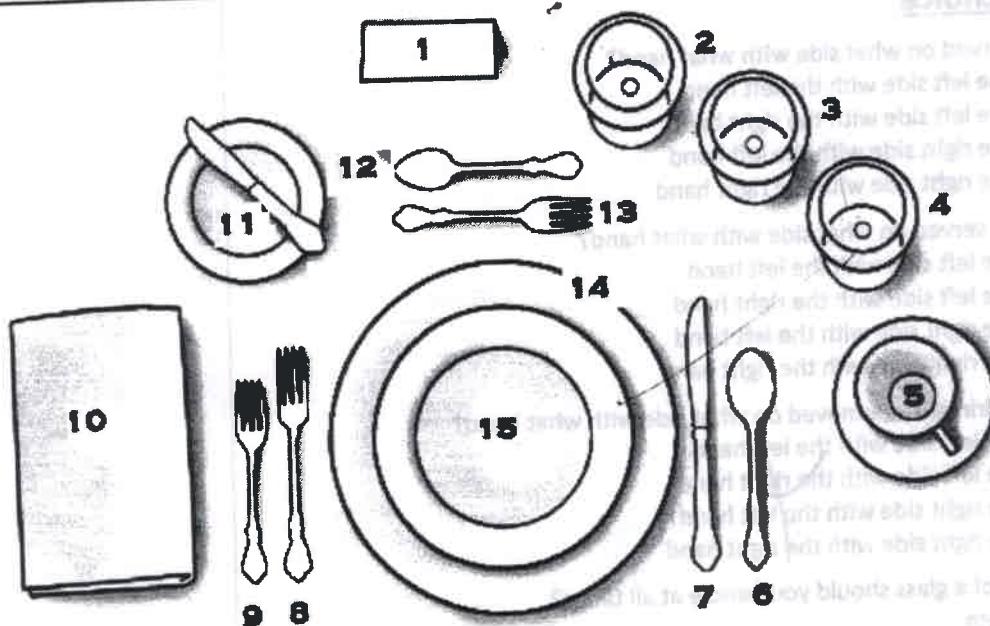
B French Passing

G Russian Service

F Corkscrew

C Tray Jack

Servers Test



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>12</u>	Name Place Card	<u>7</u>	Dinner Knife
<u>13</u>	Teaspoon	<u>4</u>	Wine Glass (Red)
<u>14</u>	Dessert Fork	<u>9</u>	Salad Fork
<u>15</u>	Soup Spoon	<u>14</u>	Service Plate
<u>1</u>	Salad Plate	<u>3</u>	Wine Glass (White)
<u>2</u>	Water Glass		

Fill in the Blank

1. The utensils are placed 6 4 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? milk, sugar, lemon.
3. Synchronized service is when: everything comes out at the same time.
4. What is generally indicated on the name placard other than the name? table number / seat number.
5. The Protein on a plate is typically served at what hour on the clock? on the hour.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Tell the kitchen.

BRITTANY VISSER

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PROFESSIONAL SUMMARY

Focused and hardworking server with four years experience working in high-volume, upscale restaurants in New York City. Successful at multi-tasking and delivering prompt and friendly service to all customers. Thrives under pressure while maintaining a positive attitude and a great sense of humor during peak hours.

SKILLS

- Point of Sale (POS) system operation
- Organized and efficient server
- Thrives in fast-paced environment
- Highly reliable
- Great multi-tasker
- Positive attitude
- Interpersonal skills
- Engaging personality
- Quick learner
- Committed team player
- Flexible schedule capability

WORK HISTORY

JANUARY 2014-JUNE 2016

Server | *Cafe D'Alsace -- Chef Driven Restaurant Group | New York, NY*

Delivered exceptional, friendly and fast service

Answered questions about menu selections and made recommendations when requested

Accurately recorded orders and worked with team members to provide excellent food and beverage service

Compassionately addressed and accommodated special requests as often as possible

Communicated effectively with the kitchen regarding guests' special requests, dietary needs and allergies

Skillfully anticipated and addressed guest's service needs

Maintained a thorough and up-to-date knowledge of our extensive wine/beer/cocktail lists

Memorized and gave enticing descriptions of our daily specials

Efficiently and thoroughly fulfilled opening, closing, and ongoing side work duties, including restaurant set-up, napkin folding, glass polishing, restocking and maintaining overall restaurant cleanliness

SEPTEMBER 2011-DECEMBER 2014

Maitre D' | Nice Matin -- Chef Driven Restaurant Group | New York, NY

Juggled multiple tasks while providing excellent service

Maintained professional and sharp appearance at all times

Greeted customers promptly and sat them with friendliness and ease

Scheduled all reservations and planned excellent seating arrangements that honored reservations promptly, addressed special guest requests, and accommodated walk-ins as quickly as possible

Maintained guest wait lists and provided accurate wait times

Accommodated and built relationships with all regular and VIP guests

Recorded all of the room service orders of the adjacent hotel and pick-up orders with accuracy and efficiency

Ran the coat checking service with warmth and hospitality

Trained all new hostesses in greeting guests, seating, phone etiquette, reservation scheduling, wait list maintenance, coat check duties etc.

Maintained tact, diplomacy and friendliness in a high-volume, high-pressure environment

Handled customer complaints with great listening skills and empathy and provided solutions with help of the management

EDUCATION

2011

Bachelor of Fine Arts : Musical Theatre

Syracuse University , Syracuse, NY

