

Name BIANCA Perez








Servers Test

Score / 35

Multiple Choice

- D 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
- A 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

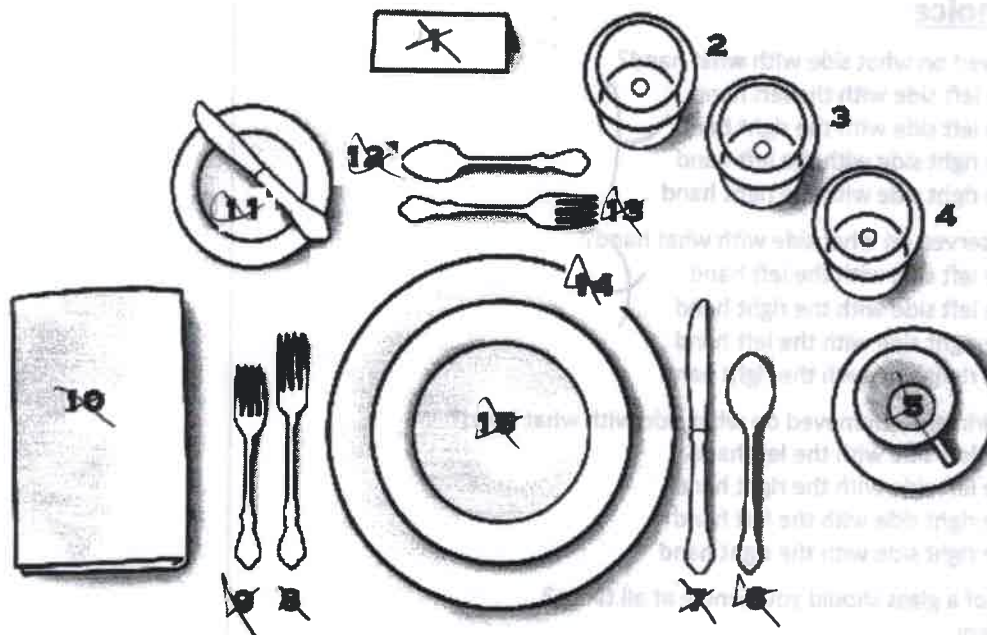
Match the Correct Vocabulary

- | | |
|--|--|
| <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 |  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>3</u> | Wine Glass (White) |
| <u>4</u> | Water Glass | | |

Fill in the Blank

- The utensils are placed 4 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar
- Synchronized service is when: _____
- What is generally indicated on the name placard other than the name? J
- The Protein on a plate is typically served at what hour on the clock? 2
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
make the request Asap.

Bianca Perez

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Objective

- To be an astute learner and the best performer in your organization. So that I can build an innovative career in your esteemed organization by using my skills and other significant talents.

Education

FORKLIFT DRIVER CERTIFICATION | JULY 2016|

ASSOCIATES DEGREE | JUNE 2014 | FULLSAIL UNIVERSITY

- Major: Recording Arts (Salutatorian)
- Minor: Photography/Videography

OSHA CERTIFICATION | APRIL 2010- MAY 2012 | MANDL COLLEGE OF ALLIED HEALTH

- Major: Surgical Technology

EMT CERTIFICATION| JULY 2008| BEDSTUY AMBULANCE VOLUNTEER CORPS

- Major: Emergency Medical Technician

Skills & Abilities

COMMUNICATION/SALES

- Recognized for the ability to quickly establish rapport with customers, up-sell products and build a loyal clientele.
- Proved the ability to multitask, handle large crowds, resolve customer issues and excel within a demanding, high-volume setting.
- Excellent interpersonal, communication and relationship-building skills. Listens attentively, communicates persuasively and follows through diligently.

COMPUTER SKILLS

- Technically skilled -- cross-platform (Win/Mac) and proficiency in Microsoft Office, Word, Excel, PowerPoint, Final Cut Pro, Adobe After Effects, Pro Tools, Logic, Sonar, Audacity, Adobe Audition and more.

LEADERSHIP

- Recent honors graduate (Salutatorian) of Fullsail University Recording Arts associates degree program.
- Ability to lead, motivate and stimulate others to achieve goals and inspire change.
- Highly critical thinker who analyzes situations from multiple viewpoints and defines key issues.
- Capable of working in a physical fast-paced environment and can adept to various situations prioritizing multiple work assignments simultaneously.

- Provided urgent care for patients during life-threatening conditions.
- Ability to maintain focus and work rapidly, under pressure.

Work Experience

NOOK SLEEP SYSTEMS| FEB 2016- AUG 2016 |

- Warehouse supervisor & Forklift Driver.
- Managed inventory and ALL postal orders.
- Palletized items for national and international shipments.
- Received shipments from trucking services.
- Handled all paperwork while maintaining a clean/safe warehouse.
- Oversaw all warehouse workers and delivered daily instructions.
- Built shelves and organized constructive handmade projects to better benefit the warehouse space.
- Swept, dusted and threw out garbage on a weekly basis.

TECH SHOP| FULL SAIL UNIVERSITY | SEPT 2012-JUNE 2014

- Managed inventory of microphones, cables, and musical instruments and handled maintenance on TSL, XLR, RCA, and BNC cables. Communicated with lab instructors on a daily basis, providing equipment needed for classes. Also, installed consoles, provided lighting for Behind The Scene Tours and participated in the set up and tear down of equipment.

RECEPTIONIST/ ASSISTANT GROUP LEADER| K.H.C.C. | JULY 2009-FEB 2012

- Provided general office support with a variety of clerical activities and related tasks. I was also responsible for answering incoming calls, directing calls to appropriate associates, greeting incoming parents/children, mail distribution, flow of correspondence, requisition of supplies as well as additional clerical duties.
- Assisted staff with both long and short-range activities in accordance with curriculum objectives, developmentally appropriate practice and program philosophy.
- Maintained daily open communication with parents.
- Arranged a classroom environment in accordance to program goals, while maintaining a safe & healthy environment.

SALES ASSOCIATE/STOCK| CVS PHARMACY | FEB 2006- JUNE 2007

- Operated a cash register including cash transactions, checks and charges.
- Greeted each customer and assist customers with their questions, problems and complaints.
- Unloaded trucks, stocked merchandise and maintained store cleanliness.

RECEPTIONIST/DAY CARE ASSISTANT| JESUS LOVES THE CHILDREN DAYCARE| SEPT 2004-DEC 2006

- Attended to all clerical Duties; answering phones, filing, filling out food and time sheets in Microsoft word, collecting payments (cash or checks), greeting incoming parents/children, mail distribution, as well as additional clerical duties.
- Assisted staff in all activities.
- Attended multiple trainee programs for state certification.
- Maintained a safe and clean environment for children.

- Assisted with daily curriculum while maintaining open communication with parents.

