

Name Lynda Moore

## 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

5  
86%

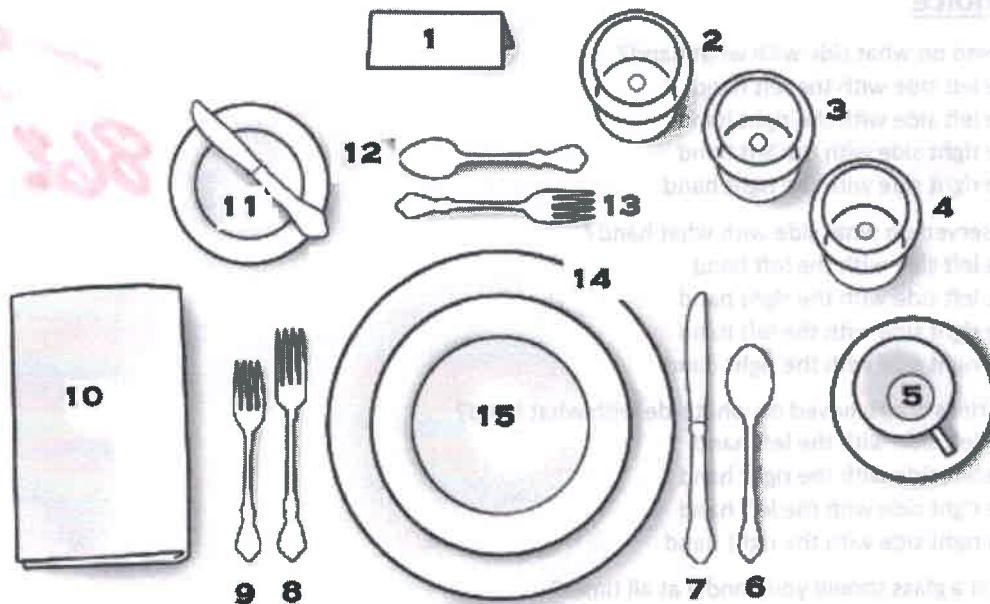
### Match the Correct Vocabulary

- |                          |  |
|--------------------------|--|
| <u>D</u> Scullery        | <input checked="" type="checkbox"/> A. Metal buffet device used to keep food warm by heating it over warmed water  |
| <u>E</u> Queen Mary      | <input type="checkbox"/> 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   | <input checked="" type="checkbox"/> C. Used to hold a large tray on the dining floor   |
| <u>B</u> French Passing  | <input checked="" type="checkbox"/> D. Area for dirty dishware and glasses   |
| <u>G</u> Russian Service | <input checked="" type="checkbox"/> E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored  |
| <u>F</u> Corkscrew       | <input checked="" type="checkbox"/> F. Used to open bottles of wine  |
| <u>C</u> Tray Jack       | <input checked="" type="checkbox"/> 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>3</u>  | Wine Glass (Red)             |
| <u>13</u> | Dessert Fork          | <u>9</u>  | Salad Fork                   |
| <u>14</u> | Soup Spoon            | <u>14</u> | Service Plate                |
| <u>15</u> | Salad Plate           | <u>4</u>  | Wine Glass (White)           |
| <u>2</u>  | Water Glass           |           |                              |

**Fill in the Blank**

- The utensils are placed 12 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar / Creamers
- Synchronized service is when: all servers follow the captain and place the dinner plates
- What is generally indicated on the name placard other than the name? Food
- The Protein on a plate is typically served at what hour on the clock? 12
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Alert the kitchen staff and ask for the Specialty Plate

## Bartenders Test

Score / 35

### Multiple Choice (6 points)

89% - 4

1) Carbonation \_\_\_\_\_ the rate of intoxication.

- a) Slows down
- ☒ b) Speeds up
- c) Does nothing to

2) What are the six most commonly used spirits?

- a) Sweet and Sour, Triple Sec, Grenadine, Midori, Lime Juice and Cranberry Juice
- ☒ b) Vodka, Whiskey, Gin, Bourbon, Rum and Tequila
- c) Chardonnay, Cabernet Sauvignon, Champagne, Merlot, Sauvignon Blanc, Zinfandel
- d) Kahlua, Vodka, Frangelico, Gin, Tequila, Spiced Rum

3) You can accept an expired ID as long as all other information is correct.

- a) True
- ☒ b) False

4) If someone has had too much to drink, serving them coffee will help sober them up.

- a) True
- ☒ b) False

5) What are the acceptable forms of ID for Alcohol Consumption?

- a) State or Government Issued ID Card or Drivers License
- b) Passport or Passport ID Card (as long as it lists the person's date of birth)
- c) School ID or Birth Certificate
- d) A & B
- ☒ e) A, B & C

6) If there is no shaker tin available to scoop ice for a drink, it is okay to use a glass.

- ☒ a) True
- b) False

### Vocabulary (9 points)

Match the word to its definition

☒ "Straight Up"

☒ Shaker Tin

☒ "Neat"

☒ Muddler

☒ Strainer

☒ Jigger

☒ Bar Mat

☒ "Float"

☒ "Back"

☒ Used to crush fruits and herbs for craft cocktail making

☒ Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured

c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice

☒ To pour ½ oz of a liquor on top

☒ Used to measure the alcohol and mixer for a drink

☒ Used to mix cocktails along with a pint glass and ice

☒ Used on the bar top to gather spills

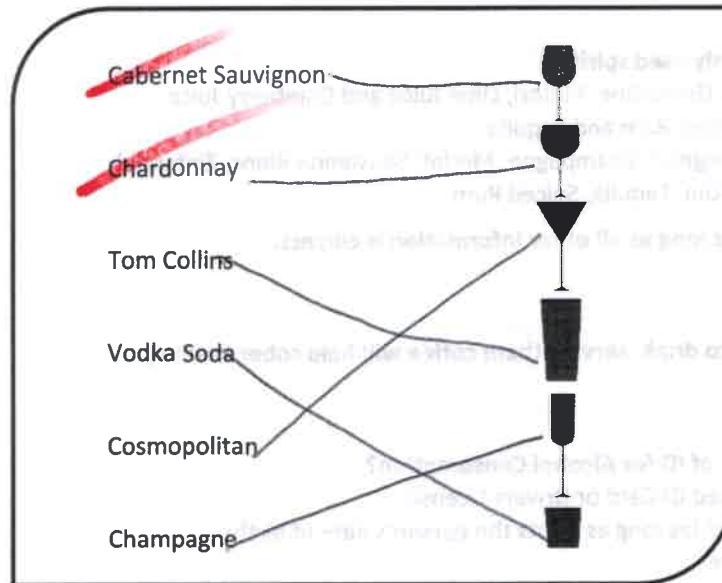
☒ Requesting a separate glass of another drink

i.) Means to serve spirit room temperature in a rocks glass with no ice



**Glassware (6 points)**

Match the correct glass to the drink



**Answer and Question (14 points)**

Provide examples of 3 brand name "top shelf" spirits (3 points):

Grey Goose, Tanqueray, Jack dannels

What are the ingredients in a Manhattan?

Chamies, Bourbon

What are the ingredients in a Cosmopolitan?

Vodka, Cranberry, lime, triple sec

What are the ingredients in a Long Island Iced Tea?

teq, vodka, Rum, gin, soda, Sweet & Sour

What makes a margarita a "Cadillac"?

Grand marnier

What is simple syrup?

water & sugar

Is it legal to pour liquor from one bottle into another? What is this called? (2 points)

YES - marking

What should you do if you break a glass in the ice?

Empty out the ICE BM

When is it OK to have an alcoholic beverage while working?

never

What does it mean when a customer orders their cocktail "dirty"?

extra olive juice

What are the ingredients in a Margarita?

teq, triple sec, sweet & sour mix

## **LYNNIE MOORE**

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First Class Staffing Events, Gardena, CA, Bartender/Banquet Server/Cook 07/2016 -Present

LA SPICE, Catering Company, Los Angeles, CA, Server/Bartender 05/2016-Present

Black Label Bartenders, Los Angeles, CA, Events Server/Bartender, 11/2016-Present

Crowne Plaza Hotel, 323 Bistro, Commerce, CA Server, 11/2015 - 03/2016

- Maintain regular attendance in compliance with Crowne Plaza Hotel Group standards, as required
- Maintain high standards of appearance and grooming.
- Consistently check dining area for cleanliness of tables and chairs, proper set up.

Hollywood Casino, Perryville, MD Server/Bartender/Cook, 12/2014 - 09/2015

- Created a warm and friendly atmosphere for our guests
- Greeted and made guests feel welcomed, resolved service issues according to service standards
- Followed up with guest with additional services that enhanced the guests' experience
- Inspected linen, silver, china and other items prior to using them

MWR, Ruggles Golf Course, Aberdeen Proving Ground, MD, Bartender, 05/2016-09/2015, Seasonal

- Participate in room set up and tear down in accordance with event standards and needs
- Provide menu, plated, butler, and buffet style service according to event needs
- Maintain tables by clearing plates, replenishing drinks, and ensuring guest satisfaction
- Replenish buffets, food & beverage stations, and snack breaks in a timely manner.

The Officer's Club, Fort Benning, GA. Bartender/Banquet Server, 07/2005-07/2006

- Prepared standard mixed drinks, served food and drinks to patrons for weddings/events
- Collected payment/handles large amounts of cash, operate a cash register



- Maintained liquor and bar supplies, Ensured work area was clean and well organized

**Ruby Tuesdays, Orlando, FL. Bartender/Server, 07/2004–07/2005**

- Greeted and seated guests, described and recommended wines, ordered meals
- Answered questions regarding menu items, cleaned tables, offered drink refills
- Washed glassware, checked identification, performed physical duties such as lifting dishes

**Ruby Tuesdays, Charlottesville, VA. Bartender/Server, 08/2003–07/2004**

- Managed liquor inventory
- Frequently lifted and/or moved up to 50 pounds
- Entered each item ordered into restaurant register system
- Delivered checks to customers
- Attended scheduled team/shift meetings

**Cactus Club, Yuma, AZ. Bartender/Banquet Server, 01/2003–08/2003**

- Changed and maintained draft beer and liquor dispensing system
- Served hundreds of people per event
- Responsible for clean-up and breakdown after service
- Moved tables and dressed them with linens

**Ruby Tuesdays, Clarksville, TN. Server, 06/2000–06/2002**

- Prepared tables, laying down napkins, and utensils, made sure the condiments were refilled
- Directed customers to their tables, presented menus, suggested dishes
- Offered drinks, replenished utensils, obtained revenue, issues receipts and proper payment

