

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
- ad 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 | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> 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) |
| <u>A</u> Chaffing Dish | C. Used to hold a large tray on the dining floor |
| <u>B</u> French Passing | D. 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 | F. Used to open bottles of wine |
| <u>C</u> Tray Jack | G. Style of dining in which the courses come out one at a time |

Name _____

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

- | | |
|-----------------------------|------------------------------------|
| _____ Napkin | _____ Dinner Fork |
| _____ Bread Plate and Knife | _____ Tea or Coffee Cup and Saucer |
| _____ Name Place Card | _____ Dinner Knife |
| _____ Teaspoon | _____ Wine Glass (Red) |
| _____ Dessert Fork | _____ Salad Fork |
| _____ Soup Spoon | _____ Service Plate |
| _____ Salad Plate | _____ Wine Glass (White) |
| _____ Water Glass | |

Fill in the Blank

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

Bartenders Test

Score / 35

Multiple Choice (6 points)

- b 1) Carbonation _____ the rate of intoxication.
a) Slows down
b) Speeds up
c) Does nothing to
- b 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
- b 3) You can accept an expired ID as long as all other information is correct.
a) True
b) False
- b 4) If someone has had too much to drink, serving them coffee will help sober them up.
a) True
b) False
- d 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
- b 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

c "Straight Up"

f Shaker Tin

i "Neat"

a Muddler

b Strainer

e Jigger

g Bar Mat

d "Float"

h "Back"

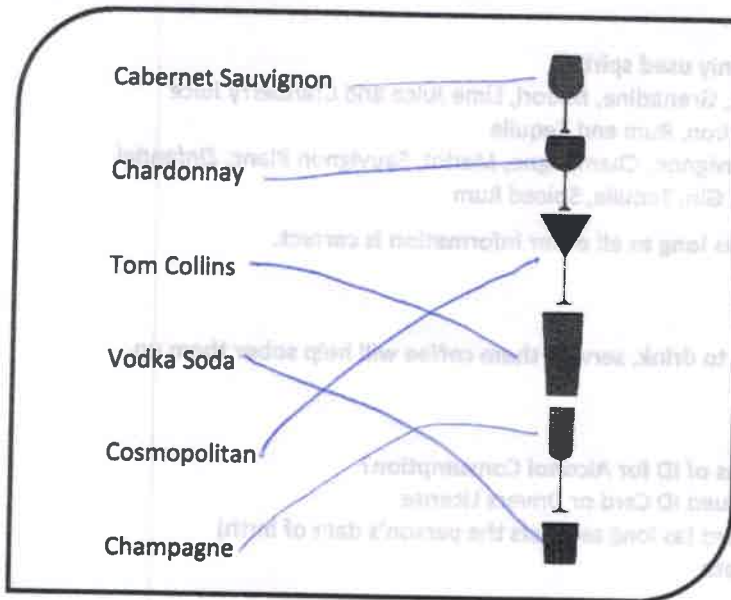
- a.) Used to crush fruits and herbs for craft cocktail making
- b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured
- c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice
- d.) To pour ½ oz of a liquor on top
- e.) Used to measure the alcohol and mixer for a drink
- f.) Used to mix cocktails along with a pint glass and ice
- g.) Used on the bar top to gather spills
- h.) Requesting a separate glass of another drink
- i.) Means to serve spirit room temperature in a rocks glass with no ice

Bartenders Test

Score / 35

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): Patron, Grey Goose, Johnny Walker Blue

What are the ingredients in a Manhattan? Sweet Vermouth & Bourbon. Cherry garnish

What are the ingredients in a Cosmopolitan? Vodka, triple sec, lime juice, cranberry

What are the ingredients in a Long Island Iced Tea? Vodka, rum, tequila, gin, triple sec, sweet & sour (or

What makes a margarita a "Cadillac"? Grand marnier

What is simple syrup? sugar water

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

pouring bottles is illegal

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

When is it OK to have an alcoholic beverage while working? Never

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

What are the ingredients in a Margarita? Tequila, lime juice, triple sec, optional salt rim. Lime garnish

Raquel Davies

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Key Skills

- POS Experience
- Reliable
- High-Volume Experience
- Guest Service Excellence
- Punctual
- Multi-Tasking

Experience

Bartender/Waitress/Team Leader- Argyle Events and Decton Staffing (May 2016-Current)

- Mix different liquor varieties, water, juices, etc., and prepare cocktails
- Tray pass cocktail and hors d'oeuvres
- Carry plated meals out to guests or serve food in manner selected by client
- Set up and break down bar
- Arrange place settings and event décor
- Check in and check out servers and bartenders and assure uniform standards are followed
- Act as a liaison between the client and staffing manager
- Ensure servers and bartenders are properly completing tasks assigned
- Report all staff hours to Staffing Manager

Assistant Property Manager, J&A Management (May 2014-April 2016)

- Review and screen all potential residents within adherence to the J&A screening selection policy.
- Market vacancies and tour the properties to potential residents.
- Monitor and process all rent collections.
- Enforce residency guidelines and escalate any tenant misconduct to the property manager.
- Set up appointments for maintenance repairs and collect the invoices for payment.
- Solve applicant and resident issues efficiently

Bartender- Del Frisco's Grille (September 2014-June 2015)

- Prepare non-alcoholic and alcoholic drinks for patrons
- Use drink recipes to batch house-made beverages
- Ensure all state alcohol laws are obeyed
- Clean up bar area after shift
- Calculate Liquor and stock inventory before opening of bar
- Provide guests with fantastic guest experience everyday

Bartender/Waitress- Hollywood Perryville Casino (March 2014 –September 2014)

- Mix, garnish and serve alcoholic and non-alcoholic drinks for guests at the bar and in the restaurant
- Provide guest with a friendly greeting and explain menu items and specials
- Input guests' orders correctly into the POS system
- Run food and drinks to all tables in the restaurant
- Help out any team members that need a hand
- Ensure guests are satisfied with their dining experience

Education

Barry University- (Miami Shores, FL) B.A. Public Relations, 2010

Key Skills

- POS Experience
- Reliable
- High-Volume Experience
- Guest Service Excellence
- Punctual
- Multi-Tasking

Experience

Barbender/Waitress/Team Leader - Arty's Events and Social Staffing (May 2016 Current)

- Report all staff hours to Staffing Manager
- Prepare servers and bartenders for property completing tasks assigned
- Act as a liaison between the client and staffing manager
- Check in and check out servers and bartenders and assure uniform standards are followed
- Arrange glass settings and event décor
- Set up and break down bar
- Carry plated meals out to guests or serve food in manner selected by client
- Tray pass cocktail and hot beverages
- Mix different liquor varieties, water, juices, etc., and prepare cocktails

Assistant Property Manager - JBA Management (May 2014-April 2016)

- Solve applicant and resident issues efficiently
- Set up appointments for maintenance repairs and collect the invoices for payment.
- Enforce residency guidelines and escalate any tenant misconduct to the property manager
- Monitor and process all rent collections
- Market vacancies and tour the properties to potential residents
- Review and screen all potential residents within adherence to the JBA screening selection policy.

Bar Tender - Old Florida's Grill (December 10-14-June 2012)

- Provide guests with fantastic guest experience everyday
- Calculate liquor and stock inventory before opening of bar
- Clean up bar area after shift
- Enforce all state alcohol laws are abided
- Use drink recipes to batch house-made beverages
- Prepare non-alcoholic and alcoholic drinks for patrons

Barbender/Waitress - Hollywood Pennyville Casino (March 2014 -September 2014)

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ADDITIONAL TRAINING & CERTIFICATIONS:

- Authentic Bartending School of Maryland Certificate of Mixology, 2010
- CA Food Handler's Certification

