

**Servers Test**

**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

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

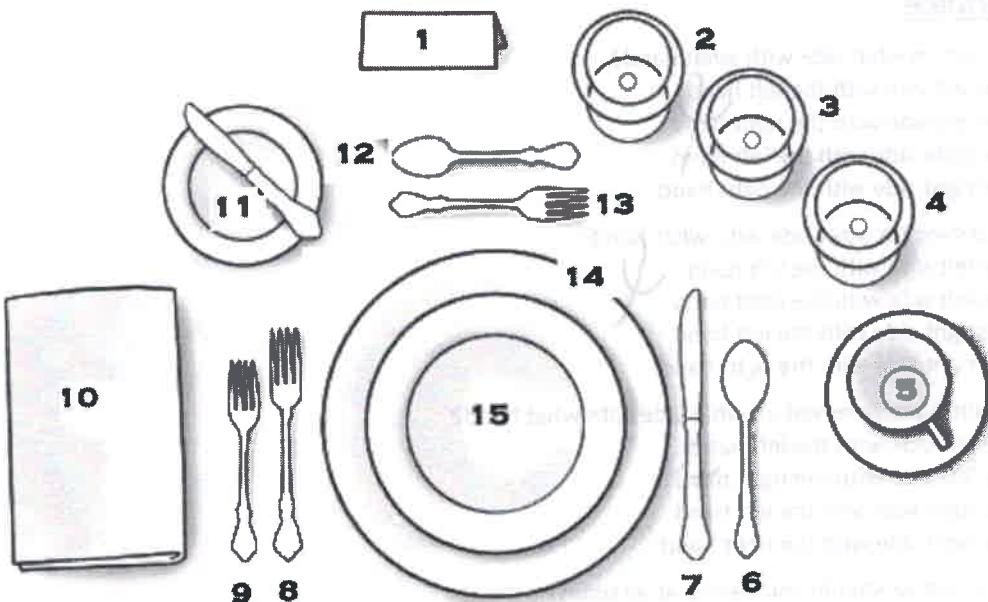
D 6) If you bring the wrong entrée to a guest what should you do?  
a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn  
b) Inform the guests that you will bring the correct entrée once everyone else in the dinning room is served  
c) Try to convince 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 Scullery  
E Queen Mary  
A Chaffing Dish  
B French Passing  
G Russian Service  
F Corkscrew  
C E 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

**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>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>2</u>	Wine Glass (White)
<u>4</u>	Water Glass		

**Fill in the Blank**

1. The utensils are placed \_\_\_\_\_ inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? CREAM & SUGAR.
3. Synchronized service is when: WHEN EVERY THING IS DONE AT ONCE.
4. What is generally indicated on the name placard other than the name? TABLE NUMBER.
5. The Protein on a plate is typically served at what hour on the clock? 6 O'CLOCK.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? TALK TO SUPERVISOR TO GET CHANGES MADE.

## **CONTACT INFORMATION**

**Name:** Sandrea M. Baptist  
**Phone:** 323.613.0909  
**Email:** sandream.baptist@gmail.com  
**Address:** 1302 W 65<sup>th</sup> Street  
Los Angeles, CA 90044

## **EDUCATION**

**LAVi (Los Angeles Vocational Institute)** Los Angeles, CA  
February 2011- March 2011  
\*Phlebotomy Technician Certificate

**CDI (Career Development Institute)**, Culver City, CA  
July 2010- January 2011  
\*CNA/ HHA/ RNA Certificate

**Santa Monica College**, Santa Monica, CA  
June 2008-June 2009  
\*General Education (3.2 G.P.A)

**San Pedro High School**, San Pedro, CA  
Graduated 2008  
\*High School Diploma: Graduate of Marine Science Magnet

## **PROFESSIONAL EXPERIENCE**

**Marathon Staffing**, Convention Staff  
January 2016- September 2016

-Providing excellent customer service/support via phone and email. Resolving the queries with specific answers. Documenting information and researching customer's order record. Providing assistance with trade show information and guidance. Liaison with thousands of clientele and convention staff management. Room monitor documenting attendance to convention lectures for CME credits.

**Petco**, Sales Advisor  
February 2015- September 2015

-Responsible for stocking shelves and helping customers in cleaning animal cages and maintaining the store. Handle the tasks of assisting customers by providing tips and methods of pet care. Perform responsibilities of welcoming and handling customer queries on pet care products .Ensure that the products are well stocked to meet customer requirements on time and efficiently. Handle responsibilities of monitoring and supervising the activities of sales staff. Perform the tasks of ensuring that the pets are looked after in a well manner



**Victoria's Secret, Sales Support**

August 2013-July 2014

- Processes merchandise to be on floor, reducing replenishment hours and ensuring a full and abundant sales floor. Maintains back room under stock, including both merchandise and non-merchandise, to brand standard to enable efficient replenishment. Replenishing merchandise to standard by ensuring that all SKUs are represented on the sales floor and knowing merchandise availability of all categories in the back room. Provide great customer service.

**The Diplomat, CNA**

February 2012-June 2013

- Preserve patient dignity and minimize discomfort while carrying out duties such as bedpan changes, diapering, emptying drainage bags and bathing.

**Starbucks, Barista**

November 2011-April 2012

- Prepare or serve hot or cold beverages, such as coffee, espresso drinks, blended coffees, or teas. Clean or sanitize work areas, utensils, or equipment. Clean service or seating areas. Check temperatures of freezers, refrigerators, or heating equipment to ensure proper functioning. Describe menu items to customers or suggest products that might appeal to them.

**Petco, Sales Expert/Cashier**

May 2010-September 2012

- Cashier, maintain and organize front end, facing and stocking shelves, and display great customer service.

**Lincoln Adult Learning Center, Teacher's Assistant**

January 2009-November 2010

- Answer phones, file documents, register students, grade work, copy files, computer research, and display great customer service.

**REFERENCES**

**Shelia Ross**

323.334.1440

**Kyra Tate**

651.983.0546

**Tatiana Ayala**

213.321.5830

