

Servers Test

Multiple Choice

- 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

- 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

- 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

- 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

- 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

- 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

F Queen Mary

A Chafing Dish

C French Passing

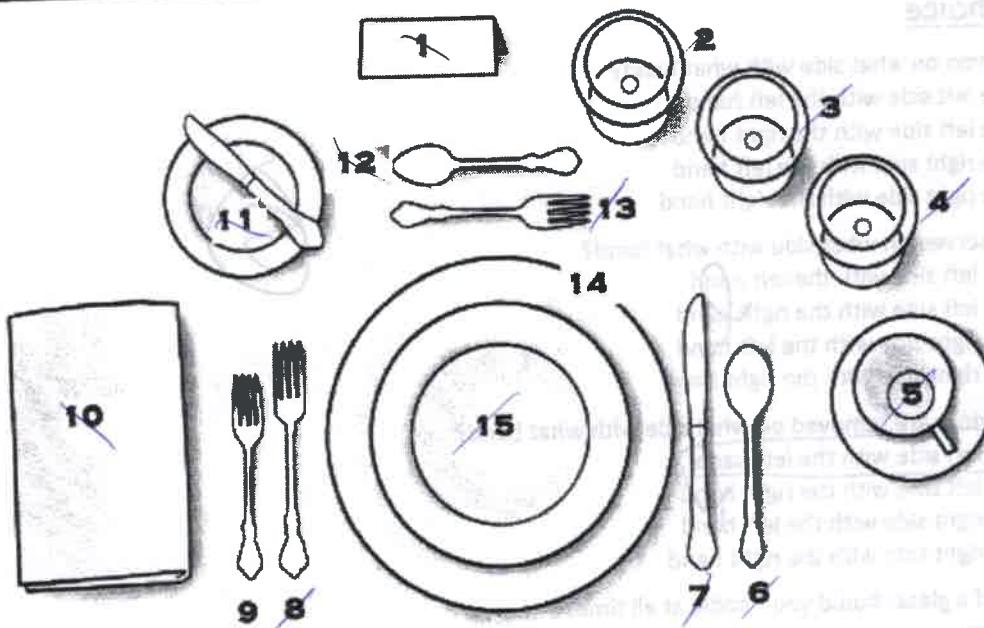
B Russian Service

F Corkscrew

C 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

10	Napkin	8	Dinner Fork
11	Bread Plate and Knife	5	Tea or Coffee Cup and Saucer
12	Name Place Card	7	Dinner Knife
13	Teaspoon	2	Wine Glass (Red)
14	Dessert Fork	9	Salad Fork
15	Soup Spoon	14	Service Plate
4	Salad Plate	3	Wine Glass (White)
6	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? Sugar & milk
3. Synchronized service is when: everything is well arranged
4. What is generally indicated on the name placard other than the name? the company
5. The Protein on a plate is typically served at what hour on the clock? after the second meal
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? make sure to contact a supervisor

Jacquelyn Ramirez
301 Wilber Place
Montebello CA 90640
(323)458-4087
J.Ramirez_V@outlook.com

Objective

To obtain a position that will utilize not only the skills I have acquired while working in a retail environment, but to offer them in other jobs. I am seeking an opportunity to learn more in different positions and to grow in all avenues that intrigue me, which I am ready to learn.

Skills and Abilities

- Leadership
- Quick learner
- Cash handling experience
- Customer Service experienced
- Good Interpersonal Skills
- Able to multi-task
- Creativity
- Excellent stamina
- Able to work under pressure
- Bilingual: Spanish and English

Work Experience

ELAC Outreach and Recruitment, Monterey CA

Student Ambassador

Aug 2016 - Present

- Attend different schools and give presentations
- Help students with workshops
- College Corner Visits
- Tabling/Booth at College/Resource Fair
- Campus Tour

Universal Studios Hollywood, Universal City CA

Attractions Attendant

February 2016-Present

- Loading and unloading attractions by checking ride restraints and lap bars.
- Providing safety instructions and ensuring compliance with all policies and procedures.
- Assisting in the evacuation of the rides and shows in the case of a downtime.

Jamba Juice, Rosemead CA

Shift lead

February 2015- February 2016

- Lead and manage shifts such as making necessary staff decisions.
- Coach, counsel and direct team members. Lead team in execution of Jamba standards through BOOST. Train new team members as required. Provide input to general manager and asst. general manager on team member performance issues.
- Communicates clearly, concisely and accurately in order to ensure effective shift operations with team members.
- Follow all food safety, cash handling and operations procedures and policies.

Pacific Sunwear, Commerce CA

Sales Associate

October 2012- February 2015

- Contributes to a positive working environment by consistently exhibiting core value behaviors.
- Delivers an engaging, positive and authentic customer experience with all customers.
- Handles customer situations in compliance with policy and procedures and partners with the leadership when dealing with escalated issues.
- Supports high standards of organization and cleanliness, promoting a safe working and shopping environment to maximize the customer experience.
- Completes all assigned tasks in a timely and efficient manner.

Education

East Los Angeles College

2013- Present

Schurr High School

2009-2013

Diploma

References

Taylor Garcia, Pacsun (323)514-2433
Jasmin Galindo, Pacsun (323)434-1279
Veronica Bejar, Jamba Juice (626)893-6279

