

Name Jaquelyn Ramirez

Servers Test

Score / 35

Multiple Choice

- a 1) Food is served on what side with what hand?
a a) On the left side with the left hand
b 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 a) On the left side with the left hand
b 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 a) On the left side with the left hand
b b) On the left side with the right hand
c) On the right side with the left hand
d d) On the right side with the right hand
- a 4) What part of a glass should you handle at all times?
a 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 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 d) Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

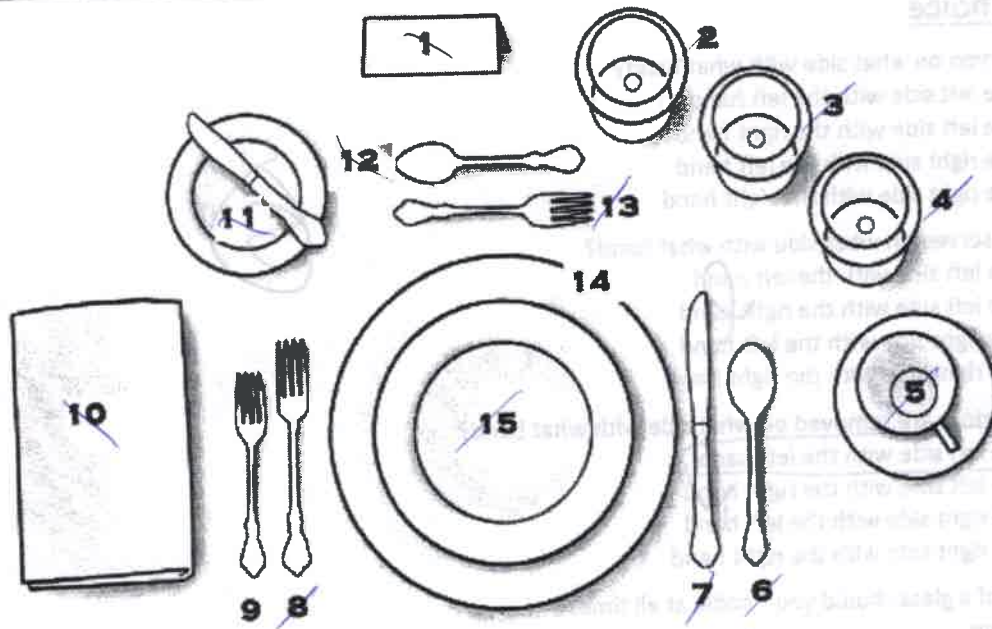
Match the Correct Vocabulary

- | | |
|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <u>D</u> Scullery | A Metal buffet device used to keep food warm by heating it over warmed water |
| <u>F</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> C Chafing Dish | <u>C</u> Used to hold a large tray on the dining floor |
| <u>C</u> French Passing | D Area for dirty dishware and glasses |
| <u>B</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 _____

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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 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar & milk
- Synchronized service is when: everything is well arranged
- What is generally indicated on the name placard other than the name? the company
- The Protein on a plate is typically served at what hour on the clock? after the second men!
- 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

