

Name Melyssa Charles
Score /35

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 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

___ Scullery

___ Queen Mary

___ Chaffing Dish

___ French Passing

___ Russian Service

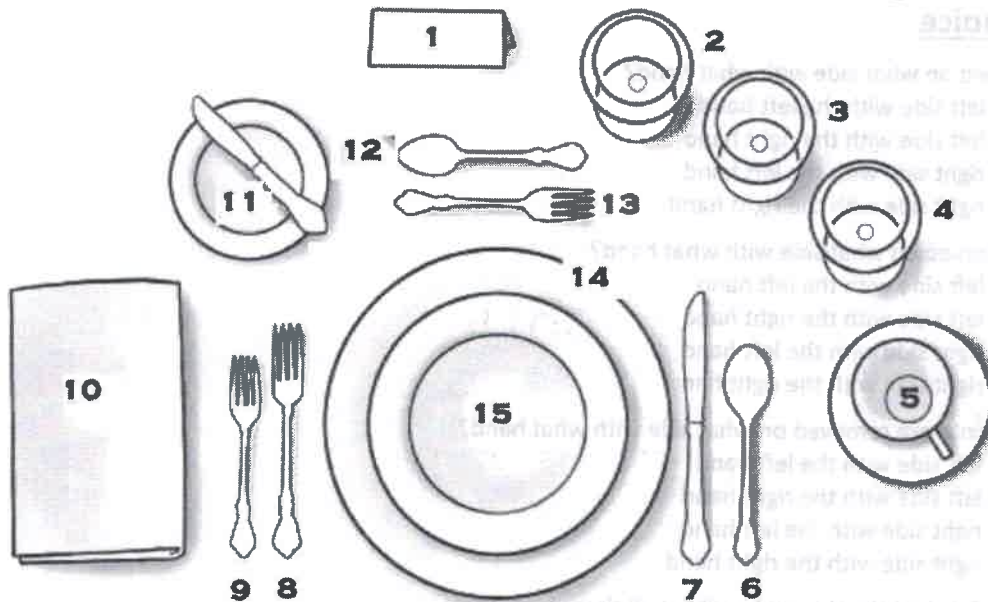
___ Corkscrew

___ 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

Name Melyssa Charles
Score / 35

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>9</u> | Wine Glass (Red) |
| <u>13</u> | Dessert Fork | <u>14</u> | Salad Fork |
| <u>6</u> | Soup Spoon | | Service Plate |
| <u>15</u> | 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? Cream & Sugar
- Synchronized service is when: _____
- What is generally indicated on the name placard other than the name? Table number
- 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? _____



MC

MELYSSA CHARLES

ENTERTAINMENT AND CUSTOMER SERVICE | EMAIL:
TRUEMEL101@YMAIL.COM # (239)878-8815

OBJECTIVE

To gain employment in entry level employment in various of entertainment and customer service

SKILLS

I have over four years' experience in customer service. And theatrically trained.

EXPERIENCE

CASHIER • POMPAÑO ISLE CASINO • 09-2016 TO PRESENT

I handle an express restaurant within a casino. I may be opening and prepping for the day. I handle food orders with accuracy and man the cash register, other duties include restocking throughout the day and clean-up.

PHOTO TECH AND SALES CLERK • CVS/PHARMACY • 11/2014-07/2015

My main duties included processing camera film, manning the cash register, restocking throughout the day, answering the company phone, and handling basic customer service needs.

EDUCATION

AA THEATER STUDIES • GRADUATED 05/2013 • AMERICAN ACADEMY OF DRAMATIC ARTS

3.2 GPA, WAS TRAINED BASIC TO INTERMEDIATE IN ACTING, CAMERA WORK, DANCE, VOCAL DIALECTS, AND VOCAL ACTING

VOLUNTEER EXPERIENCE OR LEADERSHIP

I WAS A PART OF THE GIFTED GROUP OF STUDENTS IN HIGH SCHOOL AND COLLEGE. I ENJOY IN MY FREE TIME ASSISTING COMPANIES WHO SEEK TO GIVE BACK TO THE COMMUNITY THROUGH FOOD PANTRY AND CLOTHING DRIVES.

Address: 1333 W 3TH PL, LOS ANGEES CA 90007 Phone:(239)878-8815
Email:truemel101@ymail.com



EMAIL



TWITTER HANDLE



TELEPHONE



LINKEDIN URL

