

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

A 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 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

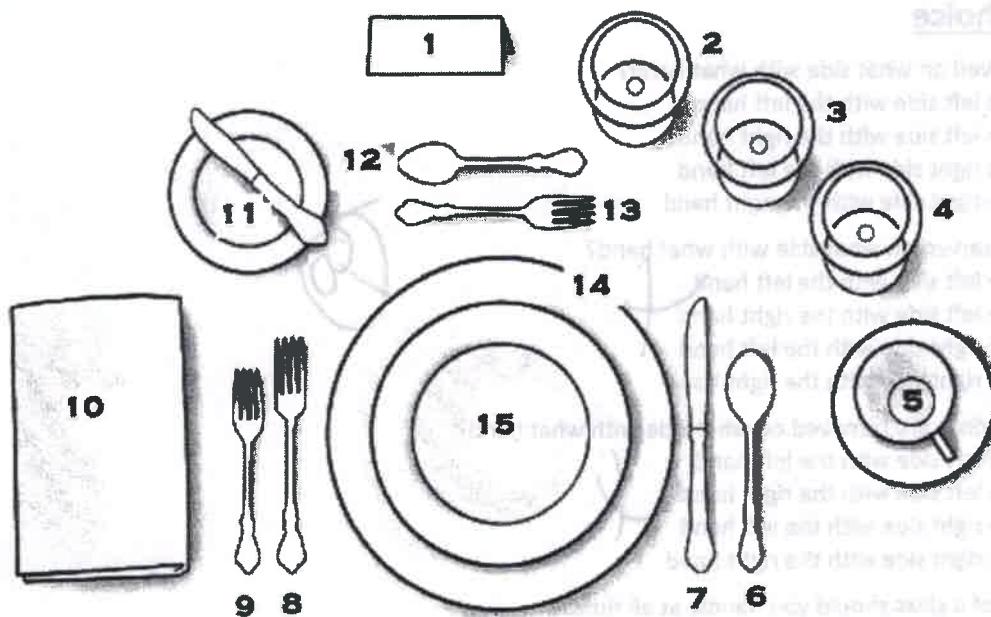
F Used to open bottles of wine

G Style of dining in which the courses come out one at a time

Name _____

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>3</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>4</u>	Wine Glass (White)
<u>2</u>	Water Glass		

Fill in the Blank

1. The utensils are placed 6 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? cream, milk, sugar.
3. Synchronized service is when: all tables served at same time.
4. What is generally indicated on the name placard other than the name? table #.
5. The Protein on a plate is typically served at what hour on the clock? 4 ✓
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
tell guest we'll check if we can accommodate him/her, place specialty order

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Related Experience

Nerd Nite Los Angeles; Los Angeles, CA

Co-Boss

March 2014 – Present

- Coordinate preparations for monthly Nerd Nite (an event “like TED Talks with beer”), alongside two fellow co-bosses
- Promote the repeatedly sold-out event via Twitter, Facebook, email blasts, outreach to local clubs and groups, flyers
- Run event night-of, including liaising with venue staff, set-up, corresponding with speakers, and emceeing

Starbucks; El Segundo, CA

Partner

January 2014 – August 2015

- Operated cash register, take drink orders in timely manner often during peak business hours when there is a rush
- Crafted espresso, tea, and Frappuccino drinks at barista bar
- Prepared sample platters, offered samples to customers with detailed and enticing descriptions of pastries and drinks
- Perform various tasks throughout shift to keep store meticulously clean and tidy

Mendocino Farms; Marina Del Rey, CA

Front of House Employee

November 2012 – March 2013

- Provided upbeat customer service in a restaurant highly praised for its warm and energetic atmosphere
- Worked cash register, provided samples, took orders and answered guests’ questions with detailed knowledge of menu
- Performed opening and closing duties, kept restaurant tidy and clean

AMC Theatres; Santa Monica, CA

Theatre crew

July 2011 – December 2011

- Sold tickets at box office, took tickets at entrance of theater and directed guests to their auditoriums
- Sold concessions, pitched and sold memberships for Stubs program, worked cash register, made concessions items
- Cleaned and tidied auditoriums, hallways and bathrooms in speedy and thorough manner

Media and Reserves desk at LMU library; Los Angeles, CA

Employee

June 2010 – August 2010; June 2011 – August 2011

- Checked out and in items, placed items on hold and reserve, re-shelved items, etc.
- Assisted patrons with technology in group viewing and group listening rooms
- Answered phones, assisted patrons with finding items

Seattle International Film Festival; Seattle, WA

Venue manager

May 2011 – June 2011

- Oversaw all operations at two venues, managed and trained team of volunteers, communicated with projectionists
- Prepared reports on projection quality, deposits for concessions stand and box office, other reports
- Worked week before and week after 3-week festival, setting up and breaking down materials/supplies for all venues

Venue volunteer

May 2010 – June 2010

Education

Loyola Marymount University; Los Angeles, CA

Bachelor of Arts; graduated May 2012

Major: film production, minor: English

