

Name Laura Howard  
Score / 35

## Servers Test

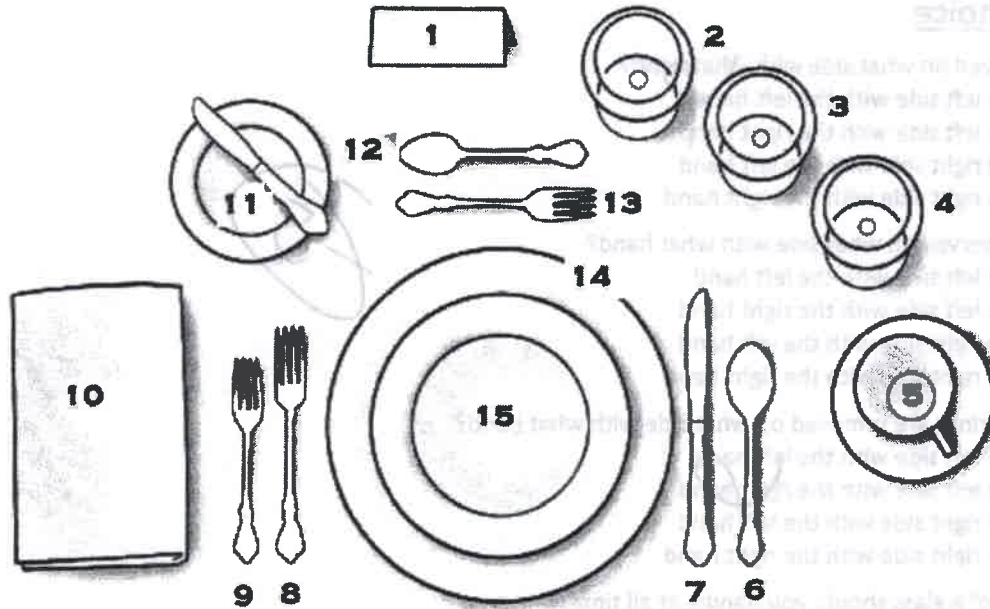
### Multiple Choice

- 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 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

- |                          |   |
|--------------------------|---|
| <u>C</u> Scullery        | A. Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>D</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> Chaffing Dish   | C. Used to hold a large tray on the dining floor  |
| <u>G</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>E</u> Tray Jack       | G. Style of dining in which the courses come out one at a time  |

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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 2 inch inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? sugar, cream milk
- Synchronized service is when: plates come to table at same time
- What is generally indicated on the name placard other than the name? seat number
- The Protein on a plate is typically served at what hour on the clock? 6
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Inform the Chef

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323.440.9008

**OBJECTIVE:** Seeking a Server position utilizing exceptional hospitality skills and outstanding customer service abilities to ensure recurring business and maximize revenue.

**SKILLS:**

- \* Over 10 years experience in Fine dining
- \* Cross trained in various aspect of Restaurants
- \* Multi-lingual: Fluent in English, Spanish and conversational French
- \* Ability to work independently or as part of a team
- \* Willingness to accept direction and follow through promptly

**EXPERIENCE:**

Food Runner/Barista/Cashier  
Bourbon Steak

March 2014  
Los Angeles, California

Responsibilities included presenting menus, answering questions about menu items, and making recommendations upon request. Informed customers of daily specials and explained how various menu items are prepared, describing ingredients and cooking methods. Cash and credit card handling. Latte art, cleaning and maintenance of Espresso machine.

Server  
Bistro De Paris

February 2008-June 2012  
Ave. de Diego, Puerto Rico

Responsibilities included escorting patrons to their tables, presenting menus, answering questions about menu items, and making recommendations upon request. Informed customers of daily specials and explained how various menu items are prepared, describing ingredients and cooking methods. Served food and/or beverages to patrons; prepared and served specialty dishes at tables as required. Checked with customers to ensure that they were enjoying their meals and took action to correct any problems. Prepared checks that itemized and totaled meal costs and sales taxes.

Server  
P.F. Chang

January 2012-June 2012  
San Juan, Puerto Rico

Take food and beverage orders to guests. Pass orders to kitchen staff and bartender. Enter order into POS system. Ensure correct and quick delivery of orders. Anticipate guests' needs. Prepare bill and deliver to patrons. Sanitize, reorganize, and uphold station during service.

Server  
Club Seaborne

April 2005-April 2007  
Culebra, Puerto Rico

Responsibilities included being a Hostess escorting patrons to their tables, presenting menus, answering questions about menu items, and making recommendations upon request. Informed customers of daily specials and explained how various menu items are prepared, describing ingredients and cooking methods.



Shift Supervisor

September 2000– April 2006

Starbucks

Los Angeles, California

Responsibilities include ensuring that the Starbucks A service experience and consistently provided to all customers, quality store operations were maintained, store partners were led and encouraged in a positive manner. Regularly exercised independent judgment and discretionary powers in day-to-day performance of job duties and ensured that company policies were upheld and maintained in a consistent manner.

## **EDUCATION:**

Physical Therapy Aide

July 2003

Institute of Professional Practical Therapy

Los Angeles, California

Certified Physical Therapy Aide. Responsibilities included utilizing massage techniques, in combination with modern physical therapy techniques and equipment in treatment and rehabilitation. Emphasis was placed on focal therapy techniques for a variety of specific injuries to ensure successful treatment and rehabilitation of the patients.

Culinary Arts Course

March 2001

Glendale Community College

Glendale, California

Course focused on introduction of quantity food production with emphasis on attractive service, use of proper equipment, and utilization of time.

High School Diploma

June 1998

Southwestern Longview Private School

Long Beach, California

Graduated in June 1998 with highest honors. Participated in various fund raising events as well as a teacher's aide for elementary students.



