

**Servers Test**

**Multiple Choice**

C 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 c) On the right side with the left hand  
 d) On the right side with the right hand

B 2) Drinks are served on what side with what hand?  
 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

C 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 c) On the right side with the left hand  
 d) On the right side with the right hand

B 4) What part of a glass should you handle at all times?  
 a) The stem  
b b) The widest part of the glass  
 c) The top

B 5) When you are setting a dining room how should you set up your tablecloths?  
 a) Neatly and evenly across the tables  
b 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

B 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 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~~ Scullery

B Queen Mary

A Chaffing Dish

C French Passing

G Russian Service

F Corkscrew

E 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

F. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

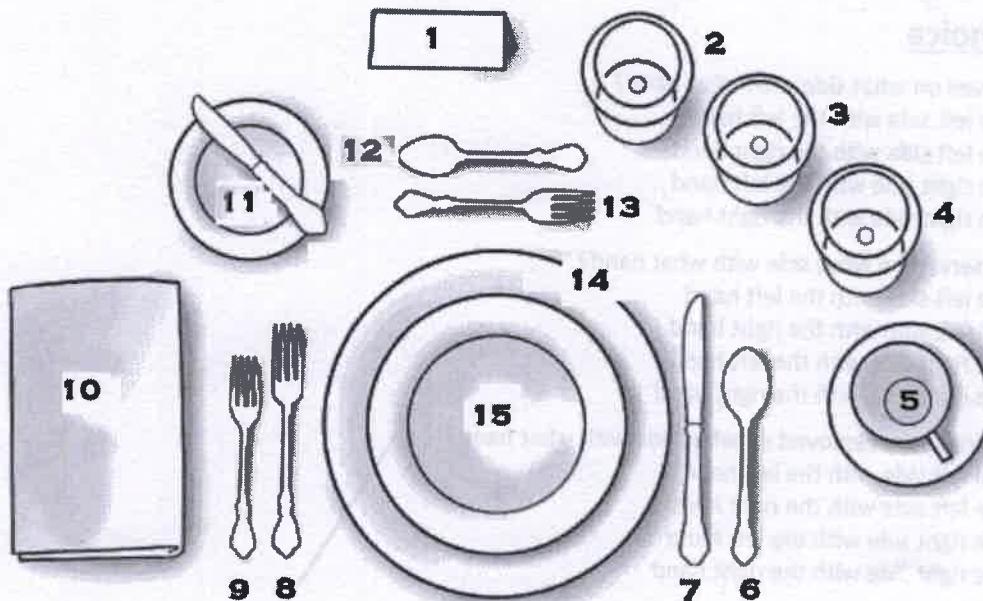
P. Used to open bottles of wine

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>6</u>	Teaspoon	<u>3</u>	Wine Glass (Red)
<u>9</u>	Dessert Fork	<u>13</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 \_\_\_\_\_ inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? \_\_\_\_\_
3. Synchronized service is when: \_\_\_\_\_
4. What is generally indicated on the name placard other than the name? \_\_\_\_\_
5. 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?

# Ashley Henry

357 South Alvarado Street, apt. #416, 90057

(323) 820-7847

I am seeking a position to where I can develop skills with customer service with a friendly and positive attitude. I actually enjoy meeting new people and giving them the best experience while they dine in.

## Employment History:

### **HMS Host- Barista**

I began in August of 2016 and still currently employed.

Description: Greet, serve and make all Starbucks drinks in a timely manner.

### **Traveling Dental Assistant**

After graduating school I was able to land a job as a dental assistant around Los Angeles. I've worked in several dental offices

Description: I was to greet, set-up for any dental procedure, chair-side assist and give post-op instructions with the best of care to each and every patient after each visit.

### **Makada's Caribbean Cuisine**

I've worked in my father's first restaurant since the age of 12, so I feel fully comfortable greeting, seating and serving customers in a busy restaurant type of environment. I help out on my free from time to time.

Description: Greet all visitors, seat them, and cater to them with the best service possible. I always made sure they were satisfied before they left.

