

Servers Test

Score / 35

Multiple Choice

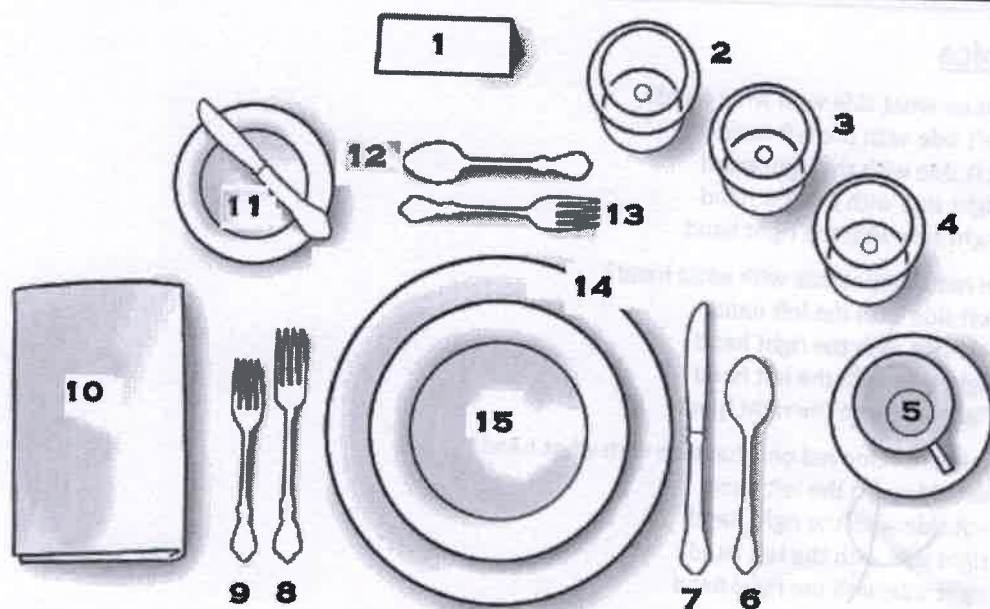
- A 1) Food is served on what side with what hand?
a) On the left side with the left hand
b) On the left side with the right hand
c) On the right side with the left hand
d) On the right side with the right hand
- B 2) Drinks are served on what side with what hand?
a) On the left side with the left hand
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

- | | |
|-----------------------|---|
| _____ Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| _____ 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) |
| _____ Chaffing Dish | C. Used to hold a large tray on the dining floor |
| _____ French Passing | D. Area for dirty dishware and glasses |
| _____ 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 |

Name Shalika Thompson
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>9</u> | Dessert Fork | <u>4</u> | Salad Fork |
| <u>6</u> | Soup Spoon | <u>14</u> | Service Plate |
| <u>11</u> | Salad Plate | <u>2</u> | Wine Glass (White) |
| <u>15</u> | Water Glass | | |

Fill in the Blank

- The utensils are placed 4 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? 4
- Synchronized service is when: 2
- What is generally indicated on the name placard other than the name? 4
- The Protein on a plate is typically served at what hour on the clock? 5:00
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
make a note and tell the chef

SHALIKA THOMPSON

Los Angeles, CA 90047

(909)757-9860

shalikathompson1@gmail.com

CARE PROVIDER

SKILLS AND ABILITIES:

- Assertive
- Attentive
- Energetic
- Critical thinker
- Dependable
- Able to listen
- Desire to learn
- Communication
- Flexible
- Cheerful outlook-positive attitude

WORK EXPERIENCE:

Salvation Army

Los Angeles, CA

Front Desk

10/2015 to 02/2016

- Operate telephone switchboard to answer, screen, or forward calls, providing information, taking messages, or scheduling appointments
- Plan, schedule or supervise the work of other employees.
- Date-stamp, sort, and rack incoming mail and messages. Greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations..
- Schedule appointments and maintain and update appointment calendars.
- File and maintain records.
- Clean and maintain lobby and common areas, such as restocking supplies and watering plants.
- Keep a current record of staff members' whereabouts and availability.

Salvation Army

Los Angeles, CA

Janitorial

10/2015 to 02/2016

- Service, clean, or supply restrooms Washed dishes thoroughly to meet sanitation requirements
- Maintained the restaurant clean at all time to create a pleasurable environment for
- Kept track of inventory, placed new orders, and received and recorded deliveries accurately
- Clean building floors by sweeping, mopping, scrubbing, or vacuuming.
- Requisition supplies or equipment needed for cleaning and maintenance duties.

KCCD

Los Angeles, CA

Administrative

Conduct research, compile data, and

prepare papers for consideration and presentation by executives, committees, and boards of directors.

Perform general office duties, such as ordering supplies, maintaining records management database systems, and performing basic bookkeeping work.

- Attend meetings to record minutes.
- Make travel arrangements for executives.

Supervise and train other clerical staff and arrange for employee training by scheduling training or organizing training material.

EDUCATION:

Palmdale, Ca
Diploma

2011

