

Name _____

Servers Test

Score / 35

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

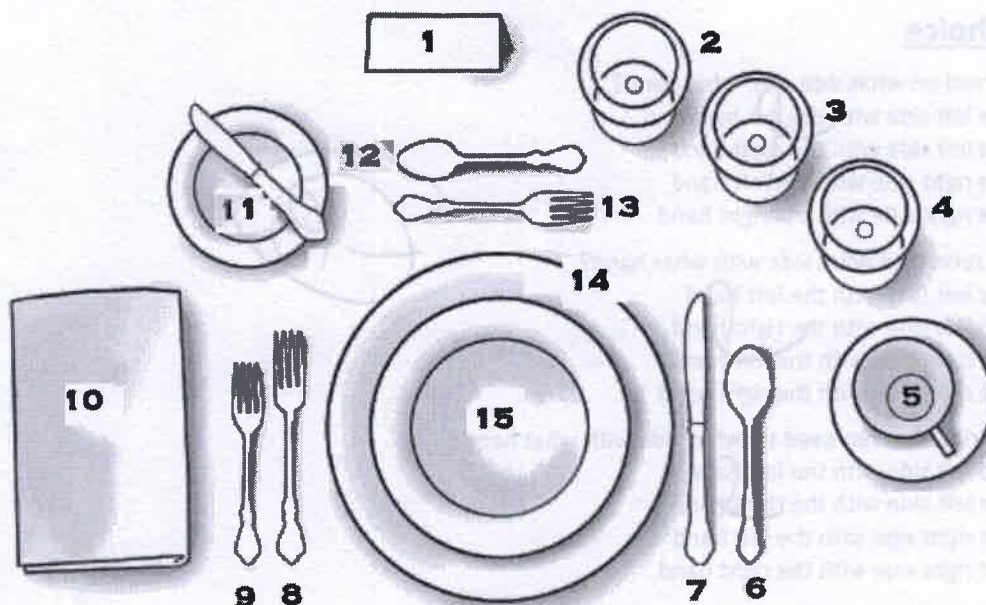
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <u>A</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>B</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>D</u> Chaffing Dish | C. Used to hold a large tray on the dining floor |
| <u>E</u> French Passing | D. Area for dirty dishware and glasses |
| <u>F</u> Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>G</u> Corkscrew | F. Used to open bottles of wine |
| <u>C</u> Tray Jack | G. Style of dining in which the courses come out one at a time |

Name Thomas Pablo

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

- | | | | |
|-----------|-----------------------|-----------|------------------------------|
| <u>10</u> | Napkin | <u>9</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>8</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

- The utensils are placed 5 4 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? tea spoon
- Synchronized service is when: l
- What is generally indicated on the name placard other than the name? Reserved
- The Protein on a plate is typically served at what hour on the clock? 12 pm
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
I will explain them our Gluten-free or Vegetarian entrees.

THOMAS PABLO

236 South Bonnie Brea Street, Los Angeles, California 90057

(213) 318-6628

tom.mendez213213@gmail.com

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OBJECTIVE

To obtain a position that will enable me to use my strong leadership, organizational skills, educational background and ability to work well with people.

EDUCATION

Santa Monica College

Undergraduate

Santa Monica, CA

Fall 2011 – Winter 2013

Roybal Learning Center

High School Diploma

Los Angeles, CA

April 2008-June 2011

SKILLS AND ABILITIES

- Bilingual Spanish and English
- Customer Service skills

WORK EXPERIENCE

Zinc café and Market

Food Runner/ Bar-Back

Los Angeles, CA

October 2015 – Present

- Consistently wash glasses and barware for repeated bartender use.
- Assist bartenders by offering alcohol beverages, refilling water glasses, serving drinks, take orders and providing information about menu items.
- Run food to tables and serve sharing plates.
- Provide prompt, efficient, friendly, and quality service at all times
- Empty trash cans, collect dirty plates and glasses, stocking ice cubes for all wells and stocking juice, liquor, beer, and wine.
- Squeeze juice for cocktails and batch liquor for cocktails.

Blossom Restaurant

Los Angeles, CA

Waiter

September 2014 - October 2015

- Providing great customer service
- Escort customers to their tables
- Prepare checks that itemize and total meals costs and sales taxes
- Stock service areas with supplies such as coffee, food, tableware, and linens.
- Present menus to customers and answer questions about items, making recommendations upon request.
- Check with customers to ensure that they are enjoying their meals and take actions to correct their meals.
- Serve food and specialty as required
- Remove dishes and from tables

Brand 158

Glendale, CA

Buss Boy

December 2013-August 2014

- Provide good customer service
- Work with wait staff to handle all customer needs
- Greed seated guests and offer water
- Keep tables free from debris and floor clean
- Remove dishes and trash after guest departure and take all items to kitchen for disposal or cleaning
- Clean, set and reset tables

