

Shannon Epps

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Objective

A position in **RESTAURANT or RETAIL MANAGEMENT** requiring a proactive team leader with a strong customer focus, a commitment to quality and service objectives, and a solid track record for delivering results.

Skills

Restaurant Management

- Perfecting day to day operation and restaurant performance
- Creating profit driven marketing ideas
- Creating and maintaining new catering department
- Hiring and training new staff, promoting staff to supervising position

Catering Management

- Creating new walking delivery mapping system to decrease delivery times and increase customer satisfaction
- Decrease customer complaints by improving product quality, communication with customer regarding changes or delays
- Manager Safe Serve Certification

Experience

12/13-11/16	<i>In Home Care , Private Hospice Care</i>
	<ul style="list-style-type: none">• Provide end of life care, medication administration, daily hygiene, meal prep
09/12-10/13	<i>Restaurant Manager, The Toaster Oven</i>
	<ul style="list-style-type: none">• Daily operations, product ordering and inventory management, supervise and hiring team of over 20 staff at 2 locations
09/10-09/12	<i>Catering Manager, Specialties Café and Bakery</i>
	<ul style="list-style-type: none">• Supervise the production of all catering orders and pick-ups, coordinate delivery routes, supervise delivery team

Education

09/09	<i>A.S. RN, City College of San Francisco</i>
02/13	<i>Food Protection Manager Certification (9799483)</i>

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

a 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

d 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

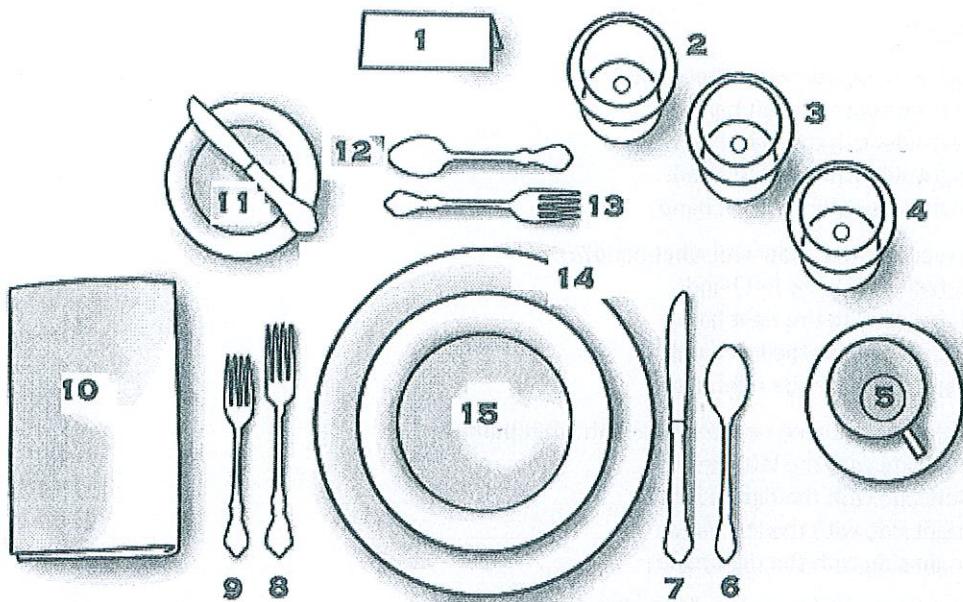
d G E A B F C
 Scullery
 Queen Mary
 Chaffing Dish
 French Passing
 Russian Service
 Corkscrew
 Tray Jack

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 _____

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

10 Napkin
11 Bread Plate and Knife
1 Name Place Card
12 Teaspoon
13 Dessert Fork
6 Soup Spoon
15 Salad-Plate
2 Water Glass

9 Dinner Fork
5 Tea or Coffee Cup and Saucer
7 Dinner Knife
3 Wine Glass (Red)
8 Salad Fork
14 Service Plate
4 Wine Glass (White)

Fill in the Blank

1. The utensils are placed 2 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Cream & Sugar.
3. Synchronized service is when: every one is serve at the same time.
4. What is generally indicated on the name placard other than the name? Type of meal.
5. The Protein on a plate is typically served at what hour on the clock? 4pm.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? notify the chef.

b

1) A roll of quarters is worth?

- \$5.00
- \$10.00
- \$15.00
- \$20.00

A

2) A roll of dimes is worth?

- \$5.00
- \$4.00
- \$3.00
- \$2.00

d

3) A roll of nickels is worth?

- \$8.00
- \$6.00
- \$4.00
- \$2.00

a / a

4) A roll of pennies is worth?

- \$1.00
- \$0.75
- \$0.50
- \$0.25

C

5) What does POS stand for?

- Patience over standards
- Percentage of sales
- Point of sales
- People over service

8.07%

6) What is the current sales tax rate in your city _____?

C

7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?

$$\begin{array}{r}
 1.25 \\
 0.90 \\
 0.79 \\
 \hline
 2.94
 \end{array}
 \quad
 \begin{array}{r}
 10.00 \\
 -2.94 \\
 \hline
 7.06
 \end{array}$$

- \$4.06
- \$2.06
- \$7.06
- \$5.06

b

8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?

$$\begin{array}{r}
 2 \times 10.50 = 21.00 \\
 2 \times 7.25 = 14.50 \\
 \hline
 35.50
 \end{array}
 \quad
 \begin{array}{r}
 50.00 \\
 -35.50 \\
 \hline
 14.50
 \end{array}$$

- \$19.50
- \$14.50
- \$9.50
- \$4.50

d

9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?

$$\begin{array}{r}
 3.75 \\
 +4.25 \\
 \hline
 8.00
 \end{array}
 \quad
 \begin{array}{r}
 20.00 \\
 -8.00 \\
 \hline
 12.00
 \end{array}$$

- \$6.00
- \$8.00
- \$10.00
- \$12.00

a

10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?

$$\begin{array}{r}
 2 \times 3.75 = 7.50 \\
 2 \times 1.25 = 2.50 \\
 2 \times 2.50 = 5.00 \\
 2 \times 3.25 = 6.50 \\
 \hline
 24.50
 \end{array}
 \quad
 \begin{array}{r}
 100.00 \\
 -24.50 \\
 \hline
 75.50
 \end{array}$$

- \$78.50
- \$58.50
- \$38.50
- \$28.50

A

11) Counterfeit pens should be used on which three denominations?

- a) \$20, \$50, \$100
- b) \$10, \$20, \$50
- c) \$5, \$50, \$100
- d) \$10, \$20, \$50

B

12) How many times should you count change when giving it to the customer?

- a) one
- b) two
- c) three
- d) no need to count

Question & Answer:

13) What is the minimum age for legal alcohol purchases? 21

14) What are the acceptable forms of ID for alcohol purchases? State pic ID, passport

15) How many \$20 bills are in a bank band? \$100