

Name Mario Vasquez

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
- 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
- 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 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

D Scullery

E Queen Mary

A Chaffing Dish

B French Passing

B Russian Service

F Corkscrew

C 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

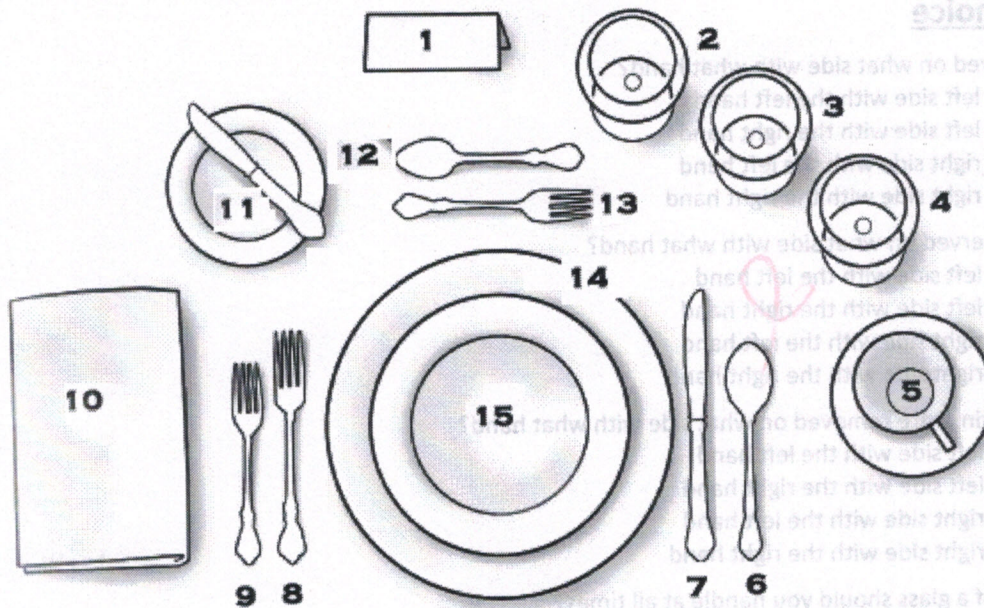
F Used to open bottles of wine

G Style of dining in which the courses come out one at a time

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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 2-3 fingers inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? sugar, lemon, milk
- Synchronized service is when: Courses are served.
- What is generally indicated on the name placard other than the name? type of dish: Beef, Vegetarian
- The Protein on a plate is typically served at what hour on the clock? 6 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Inform the kitchen or expeditor
& let them know the portion number & table number

Mario Vasquez

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A dynamic customer service professional that embraces creativity, leadership, and teamwork to create positive customer and client experiences. A self-starter that possesses superior communication and managerial skills along with over twelve years of experience providing customer service in both hospitality and entertainment.

Experience

JES Holdings, Affordable Equity Partners

Tulsa, Oklahoma

2016

Sales and Marketing Specialist

- Partner effectively with marketing, property management and owners to develop a marketing plan utilizing area demographic information and internal market survey information compiled by the underwriting department.
- Create and implement marketing campaigns to include: print advertisement, brochures, floor plans, pull-tabs, flyers, newspaper ads, radio and cable advertisement and the development of project specific materials for the target residents.
- Generate traffic and prospective residents and provide proper documentation of and follow up according to company policy.
- Ability to communicate in a professional manner with all clients, investors, community leaders/members, and other employees within the organization and present professionalism at all times.
- Ensure comprehensive understanding of the area competitive market and assist in providing survey data as needed for internal reporting.
- Be aware of competitive communities' rents and amenities, as well as area facts and statistics.
- Ensure model unit or any available units are ready to show to potential residents at all times.
- Assist in community programming such as open houses, community events, and ribbon cuttings.

Ashley Homestore

Tulsa, Oklahoma

2016

Furniture Specialist

- Interacting with new and future clients with product knowledge including, rugs, accent furniture, art, and merchandising solutions
- Boosting company sales growth and profitability through creative selling skills, teamwork, and delivering exceptional customer service
- Expand knowledge of all products carried in stores, current advertising, and marketing initiatives
- Develop new business through referrals and networking
- Self motivated to stay accountable with individual sales and sales quotas

Bodega Negra, The Dream Hotel

New York, New York

2015

Server

- Provide guests with the knowledge of a Modern Mexican menu from the Executive Chef Michael Armstrong.
- Share premium hospitality with new and returning in a night-life atmosphere in a south-of-the border den.

Blaine and Associates, Inc.

Los Angeles, California

2014-2015

Cater Waiter

- Provide a superior dining experience to club members and their guests as a cater waiter at the Bel Air Bay Club.

Receptionist

- Greet all guests and offer beverages to clients of Aston Martin and Lamborghini Store in Beverly Hills
- Answer phone calls with professionalism and source the client to the appropriate sales representative or department.
- Maintain the analog of all data for clients, phone calls, and guests that walk into their showroom.
- Retrieve and organize information for all clients who test-drive or borrow vehicles.

SoHo House, Club & Hotel

New York, New York

2011-2013

Server

- Provide hospitality in fine dining by meeting exacting standards in private club.
- Exceed expectations with all guests, from high-end clients to celebrities.
- Display superior food and wine knowledge.
- Process cash and credit transactions.

Education

Savannah College of Art and Design, Francis Larkin Common Artistic Award
Masters of Fine Arts, 2014

Oklahoma City University
Bachelors of Music, 2003

Skills

Proficient with Mac and PC Platforms, Microsoft Word, Excel and PowerPoint

