

**Servers Test**

**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

(a)

D

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 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**

E Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

B 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)

A Chaffing Dish

C. Used to hold a large tray on the dining floor

A French Passing

D. Area for dirty dishware and glasses

B Russian Service

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

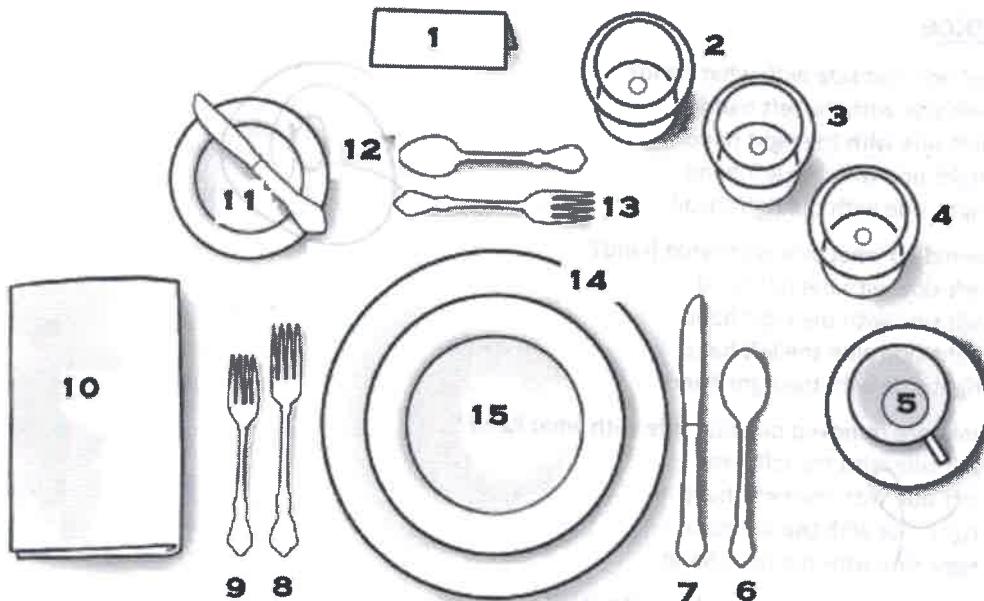
F Corkscrew

F. Used to open bottles of wine

C Tray Jack

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

**Servers Test**



**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

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

**Fill in the Blank**

1. The utensils are placed 5-8 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Bread, Salad
3. Synchronized service is when: Everyone will be served at a specific time.
4. What is generally indicated on the name placard other than the name? Special requests.
5. The Protein on a plate is typically served at what hour on the clock? Top of the hour
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Consult the Kitchen

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## MOLLY LARIOS

**OBJECTIVE** Obtain a career to increase my knowledge, skills, and career based opportunities. Additionally build a strong foundation for management positions.

**SKILLS & ABILITIES** Strong leadership skills, attentive eye for detail, proficient at multi tasking, and a variety of Microsoft products including: Windows, Excel, Outlook, PowerPoint, and Word, Excellent written and verbal communication skills, 50 – 60 WPM.

**EXPERIENCE THE SIX CATERING/SERVER**

01/2016-1/2017

- Ensure excellent guest service through banquet service.
- Ensure events are properly equipped and executed by transporting, setting up, breaking down, and returning equipment to designated area in compliance with event standards and instructions.
- Consistently provide a safe and clean work environment.
- Clean, organize, and restock equipment from catering events.
- Execute safety responsibilities as well as environmental laws by following establishment procedures, policies, and training.

**MC MASTER-CARR/ WAREHOUSE DISTRIBUTION SPECIALIST**

04/2015 – 01/2016

- Filled customer orders timely and accurately
- Assisted in company data entry
- Audited for quality control and package integrity

**TARGET/ GUEST SERVICE TEAM LEADER**

07/2007-04/2015

- Supervised Cashiers, Guest Service Team Members, Cash Office Team Members, and Cart Attendants
- Handled Talent Management within the department (annual reviews, interviews, training, coaching, write ups, and termination)
- Create team schedule weekly
- Maintained and filled product throughout departments
- Maintained weekly orders of all departmental supplies
- Ensured team members met credit card conversion percentage with



- salesmanship techniques and advice
- 100% positive feedback from guests over a 7 year period
- Successfully trained employees to management positions

**TARGET PHARMACY/ INTERNSHIP PHARMACY TECHNICIAN**

03/2011-06/2011

- Filled customer prescriptions
- Entered customer insurance and prescription information
- Stocked medication and supplies

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**EDUCATION DUARTE HIGH SCHOOL**

06/2007

High School Diploma

**NORTHWEST COLLEGE**

06/2011

Pharmacy Technician

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**REFERENCES AVAILABLE AT REQUEST**

