

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

4

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 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

Scullery

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

E 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

b 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

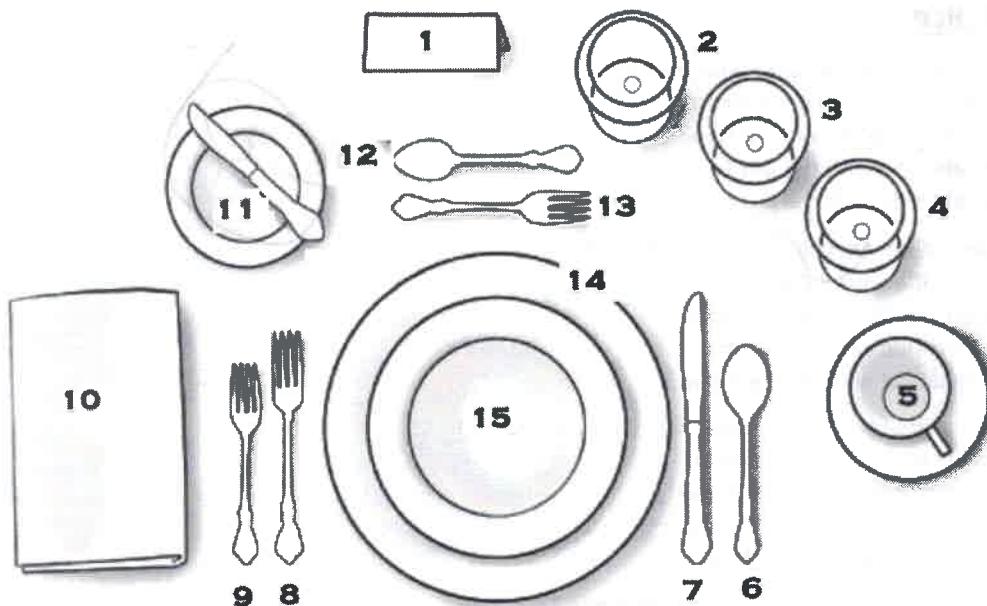
F. Used to open bottles of wine

C Tray Jack

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

Servers Test

Score / 35



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>13</u>	Dessert Fork	<u>9</u>	Salad Fork
<u>4</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

1. The utensils are placed 1/4 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: all at once in unison.
4. What is generally indicated on the name placard other than the name? Position / T-771.
5. The Protein on a plate is typically served at what hour on the clock? 3 o'clock.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Notify kitchen.

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Qualification Summary:

A seasoned hospitality professional that has demonstrated exceptional skills in Los Angeles and New York City restaurant work environments. Over ten years of proven experience serving an upscale-casual clientele at high volume restaurants. Honest, dependable and dedicated self-starter who works with tireless work ethics and always maintains an upbeat and positive attitude. Personable, outgoing, and friendly team player with excellent communication and interpersonal abilities needed to deliver exceptional guest service. Looking to secure a full-time position in a fast-paced upscale environment.

Work History

Back on the Beach (Santa Monica)

3/2016-1/2017

Server

Duties: Basic server duties including in-house catering

Blvd Bistro (Manhattan)

11/2014-3/2016

Server/Trainer

Duties: Basic Server duties

Taverna Di Bacco/Grano Trattoria (Manhattan)

7/2012-11/2014

Server/Trainer

Duties: Opening and closing of cash drawer, Opening and closing side work, expediting, wine presentations, reservations using Open Table, greeting and seating guests, payouts, receiving, nightly sales reports and cash outs, training,

The Cheesecake Factory (Glendale, CA)

6/2010-5/2012

Server/ Designated Trainer

Duties: Accurately taking guests food and drink orders, food running, cash handling, opening and closing sidework, training

Skills

Open Table, Aloha (Handheld devices), Micros, POS, Progressive Wine Knowledge, Knowledge in Italian and American Cuisine, Training, ServSafe California Food Handlers Certification, Catering

