

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

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

E Scullery



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

A 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)

D Chaffing Dish

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

G 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

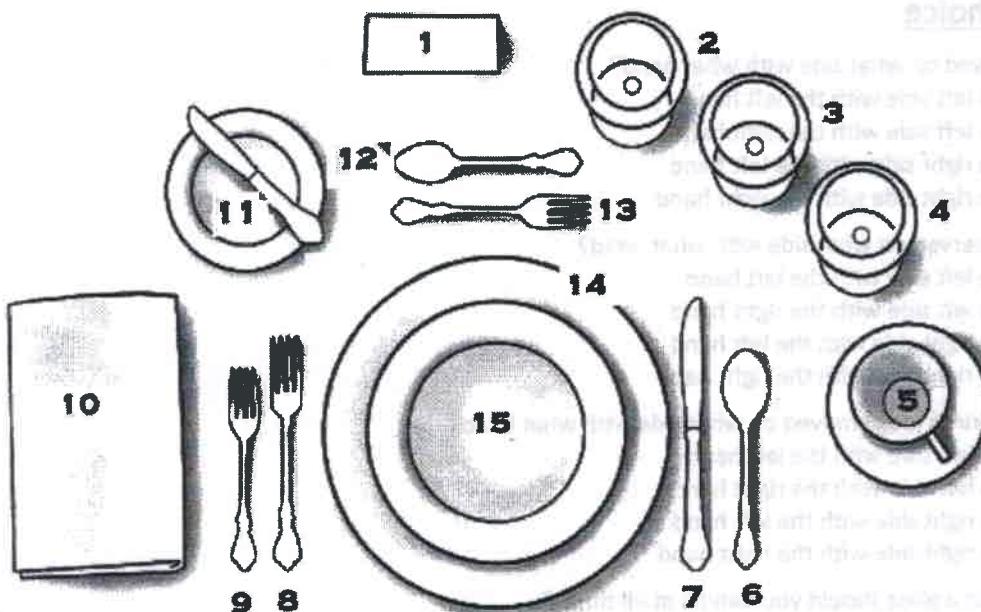
F Corkscrew

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

<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>12</u>	Name Place Card	<u>7</u>	Dinner Knife
<u>13</u>	Teaspoon	<u>13</u>	Wine Glass (Red)
<u>14</u>	Dessert Fork	<u>9</u>	Salad Fork
<u>15</u>	Soup Spoon	<u>14</u>	Service Plate
<u>1</u>	Salad Plate	<u>3</u>	Wine Glass (White)
<u>2</u>	Water Glass		

Fill in the Blank

1. The utensils are placed 1 inch inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Saucer, Spoon.
3. Synchronized service is when: Food being served.
4. What is generally indicated on the name placard other than the name? table number.
5. The Protein on a plate is typically served at what hour on the clock? 12.
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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Abilities

2 years experience in restaurant industry. Extensive Microsoft and computer skills. I have a proven track record and wide range of skills to include: 10+ years of customer service experience, 5 years of sales. As a leader, I ran a small business working accounts payable/receivable and managed 5+ employees. I worked as a 911 dispatcher for the LAPD for over 5 years, so I can work extremely well under pressure as well as multi task and assign tasks in order of importance as well as in emergency situations. I can type 70+ WPM and am P.O.S.T. certified.

Employment History

Nov 2015 – Present	Islands Restaurant–Long Beach at the Pike, CA Server, Host, Take Out, Busser, Service guests in fast paced work environment, work doubles and multi task
Sep 2011 – Nov 2016	U.S. Consumer Attorneys and AMG Marketing Group–Torrance and Costa Mesa, CA Responsibilities include: Sales, over the phone and in person, marketing for small to medium sized businesses, group presentations, travel, heavy phone calls, multi-tasked daily and assigned tasks in order of importance.
May 2007 – Sep 2011	Bizakis Furs – Tustin, CA Responsibilities included: Managed 5 employees, accounts payable and receivable, shipping and receiving, cashier, inventory and stocked supplies.
Jul 2005 – Jul 2007	Mediterraneo Restaurant – Hermosa Beach, CA Responsibilities included: Waited on tables, turned down tables, upsell items, offered specials, some bartending, Cashier
Dec 2000 – Jul 2005	LAPD – Los Angeles CA Responsibilities included: 911 Dispatcher, prioritize calls in order of emergency, provided assistance to officers in emergency situations. Typed 70+wpm, multi-tasked daily and worked revolving schedules.

Education	Harbor College – Harbor City CA Torrance High School – Torrance CA
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