

Name Phalon Wagner Score /35

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
- 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
- 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
- B 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

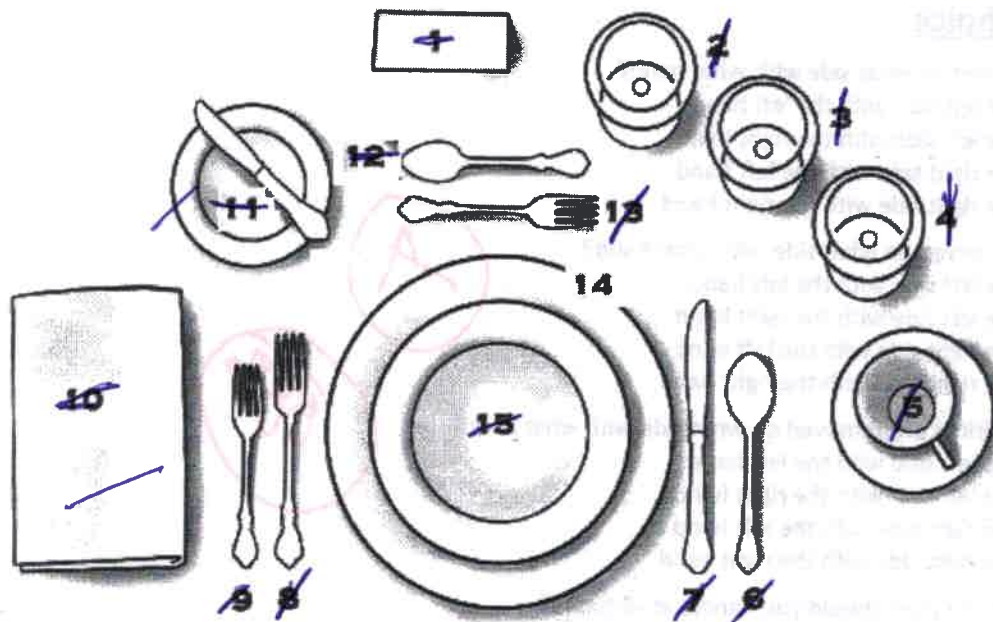
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <u>D</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> 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) |
| <u>A</u> Chaffing Dish | <u>C</u> Used to hold a large tray on the dining floor |
| <u>B</u> French Passing | <u>D</u> Area for dirty dishware and glasses |
| <u>G</u> Russian Service | <u>E</u> Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | <u>F</u> Used to open bottles of wine |
| <u>C</u> Tray Jack | <u>G</u> Style of dining in which the courses come out one at a time |

Name _____

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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>9</u> | Dessert Fork | <u>13</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 inches inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? creamers, sugar etc
- Synchronized service is when: everyone is in order
- What is generally indicated on the name placard other than the name? the food of choice
- 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?
let lead or captain know

Phalon Wagner

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SUMMARY OF SKILLS

- More than 18 years of outstanding sales and customer service experience
- Punctual, fast learner with excellent attention to detail
- Self-motivated and able to complete tasks with little supervision
- Works well from written and verbal instructions, individually or as part of a team
- Able to take direction, communicate effectively and complete tasks in a timely manner

EMPLOYMENT HISTORY

Server (Part-Time)

Party Staff, Hollywood, CA

May 2016 to Present

- Responsible for providing food for over 100 patrons in a fast paced event environment.
- Rolled silverware, set up food stations and set up dining areas to prepare for large parties.
- Explained how various menu items are prepared, describing ingredients and cooking methods.

Server and Food Handler

The Flavor Table, Inglewood, CA

October 2015 to May 2016

- Examined trays to ensure that they contain required items.
- Monitored food distribution, ensuring that meals are delivered to the correct recipients and that guidelines, such as those for special diets, are followed.
- Cleaned and sanitized work areas, equipment, utensils, dishes, and silverware.

Outside Sales Representative

Worldwide Readers Inc., Fairfax, VA

June 2012 to February 2015

- Contacted regular and prospective customers to demonstrate products and solicit orders.
- Trained customers' and employees to operate and maintain new equipment.

Waiter (Part-Time)

Cheesecake Bistro, Bossier City, LA

March 2010 to May 2012

- Checked with customers to ensure that they are enjoying their meals and take action to correct any problems.
- Checked patrons' identification to ensure that they meet minimum age requirements for consumption of alcoholic beverages.

Logistics Clerk and In-Store Customer Service Rep (Part-Time)

Office Depot, Shreveport, LA

March 2010 to May 2012

- Received, opened, unpacked and issued sales floor merchandise.
- Answered customers' questions about merchandise and advised customers on merchandise selection.

Maintenance and Janitor

Blue Cross and Blue Shield of Louisiana, Shreveport, LA

March 2008 to March 2010

- Inspected, operated, and tested machinery and equipment to diagnose machine malfunctions.
- Performed general cleaning duties of buildings and properties.

EDUCATION and PROFESSIONAL DEVELOPMENT

Certification: Forklift, Long Beach, CA

High School: Alamogordo High School, Alamogordo, MN

