

Name _____

Servers Test

Score / 35

Multiple Choice

- 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
- 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
- 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
- 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
- 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
- 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

A Queen Mary

E Chaffing Dish

B French Passing

G 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

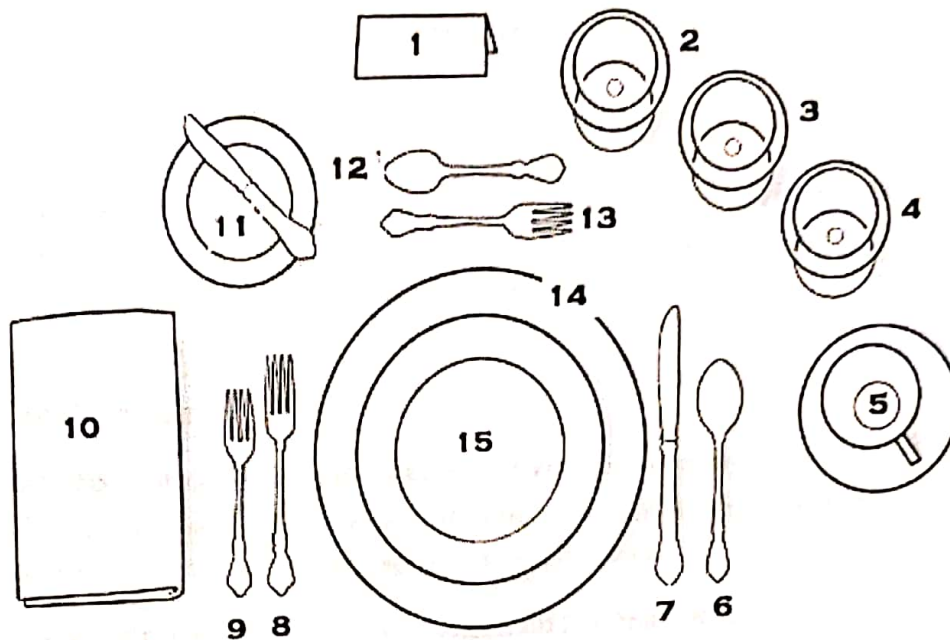
☒ F. Used to open bottles of wine

☒ 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>2</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 inches inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar & half & half
- Synchronized service is when: _____
- What is generally indicated on the name placard other than the name? What entree they have
- The Protein on a plate is typically served at what hour on the clock? _____
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? _____

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Objective

Current Hospitality Administration student with experience in customer service, sales and retail. High levels of professionalism, organizational oversight and entrepreneurship. A hard worker dedicated to becoming an asset to any team, company or organization. Seeking employment in Hospitality as experienced professional

Experience and Volunteerism

Office Assistant – DaSilva Studio Photography, Los Angeles, CA April 2015 – Present

Performed office administration in collaboration with Office Managers; fulfilled customer service duties; managed and coordinated business transactions; assisted with operation flow and activities

Lead Server – Party Staff Catering, Hollywood, CA August 2015 – February 2016

Supervised and coordinated service team for catering events; created and monitored staff schedules and work flow; interfaced with business clients to deliver appropriate customer and event service

Lead Cashier/ Sales – American Eagle Outfitters Aug 2012-May 2014

Maintain Cash Register and help with open and closing producers , Help guest with Purchases and help them make feel welcome and always was able to lend a helping hand.

Lead Volunteer – Skullbit Creative, Los Angeles, CA March 2015 – Present

Established monetary bookkeeping system for philanthropy events; monitored and managed clientele during event productions; assisted main organizer in planning and overall event flow

Cheerleader – Cheer San Francisco, San Francisco, CA August 2011 – August 2012

Raised monetary donations as philanthropy for HIV/AIDS service organizations; performed for private and public audiences and events

Education

Art Institute of Hollywood, Los Angeles, CA April 2014 - Present

Bachelor of Science in "Hospitality Food and Beverage Management;" estimated matriculation date of December 2018

Skills

Team leadership and management; small business and petty cash accounting; customer service ability; marketing and social media

Proficient in Microsoft Office, Adobe Photoshop, Millennium Scheduling, Final Cut Pro 7

Drivers License; personal vehicle; clean driving record; automobile insurance