

# Interview Note Sheet

## Applicant Information

Name: <u>Zoniah Diggs</u>	Interviewer: <u>Josephine Bell</u>
Date: <u>04/27/17</u>	Rate of Pay: <u>\$12</u>
Position (s) Applied for: <u>Server, Cashier</u>	Referred by: <u>Omar Richards</u>

## Test Scores

Server	/35	%	Bartender	/30	%
Prep Cook	/15	%	Barista	/10	%
Grill Cook	/40	%	Cashier	/10	%
Dishwasher	/10	%	Housekeepin	/16	%

## Seeking:

Full-Time

Part-Time

## Relevant Experience & Summary of Strengths

Total of \_\_\_\_\_ in Food Service

Acrobat Academy 04/27/17

- Buffet Service
- Tray Passing
- Plated Service

- Chortwells @ Montclair State  
• cashier / line cook  
\* hates line cooking

> 1 year

- Newark Airport -> omni serve  
• security  
cut everyone's hours

> 1 year

- Call Center (Flash Global Logistics)  
• network control specialist, entry data

- Strikeforce -> security  
- USI -> conceirge in APT building

P.O.S. Experience: Y / N details: \_\_\_\_\_

## Transportation

<u>Car</u>	Public Transit	Carpool ( Rider / Driver )
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## Regions Available to work:

North NJ	South NJ	<u>Central NJ</u>	<u>Newark</u>	Jersey Shore
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## Certifications (if any)

TIPS	Serv-Safe	LEAD	Other _____	Will Submit
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## Availability

Open	<u>AM only</u>	PM only	Weekdays only	Weekends only
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Details: can do nights w/ notice

## Uniforms Owned:

<u>Bistro</u>	<u>Black Bistro</u>	Tuxedo	1/2 Tuxedo	<u>Black Vest</u>	<u>Long Black Tie</u>
Chef Coat	Chef Pants	Knives	<u>Black Pants</u>	<u>Non-Slip Shoes</u>	<u>Bow Tie</u>
			Other: _____		

Would you recommend this applicant for Acrobat Academy?	Convention Candidate?	Other Languages Spoken:
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## Servers Test

### Multiple Choice

- B 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
- 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
- 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
- b 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

26/35

74%

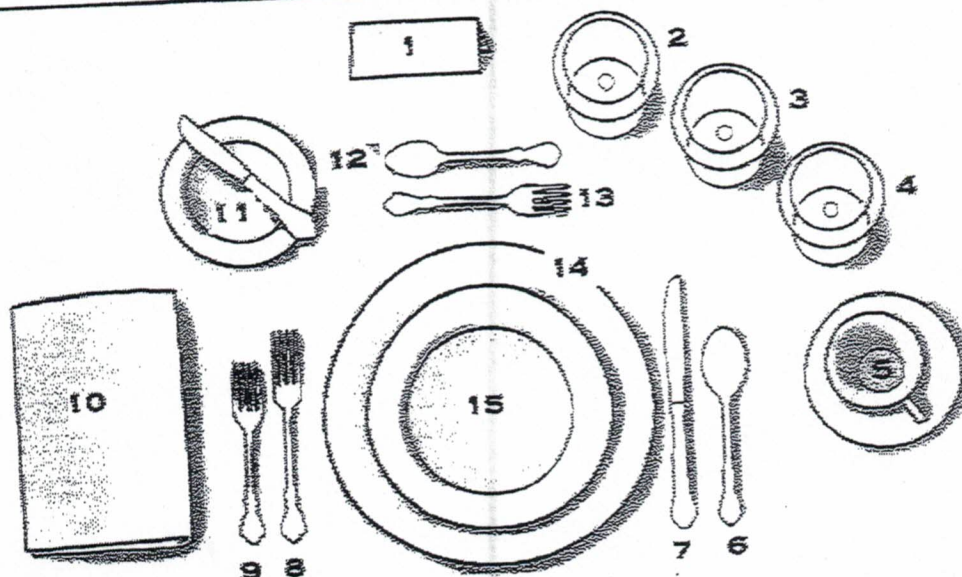
### Match the Correct Vocabulary

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

Name \_\_\_\_\_

Score / 35

## Servers Test



### Match the Number to the Correct Vocabulary

- |           |                         |           |                              |
|-----------|-------------------------|-----------|------------------------------|
| <u>10</u> | Napkin                  | <u>4</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>1</u>  | Dinner Knife                 |
| <u>12</u> | Teaspoon                | <u>2</u>  | Wine Glass (Red)             |
| <u>9</u>  | <del>Dessert Fork</del> | <u>13</u> | <del>Salad Fork</del>        |
| <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 One inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar, Creamer
- ~~Synchronized service is when: Small gourmet meal~~
- What is generally indicated on the name placard other than the name? number of people for table place of business
- ~~The Protein on a plate is typically served at what hour on the clock? Noon~~
- ~~If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Wash hands change gloves~~



## Buffet Service Test

100%

### Multiple Choice:

- The first thing a client is going to notice about you is:
  - How much you went through to get there
  - How far you had to park
  - ☒ What you look like when you report for duty
  - How Punctual you are
  - A&B only
  - B&C only
  - All of the above
- BEO stands for:
  - Banquet Efficiency Order
  - Better Events Organization
  - ☒ Banquet Event Order
  - Best Ever Odor
  - None of the above
- Once your chaffing dish is set up, the next step is to add what to the pan:
  - The food
  - ☒ Hot Water
  - Cold Water
  - Jelly from the Sterno can
  - None of the above
- Which is an acceptable way to lite a sterno can?
  - With matches
  - With a regular cigarette lighter
  - ☒ With a long-neck lighter
  - All of the above
  - None of the above

### Name that item:



Sterno can



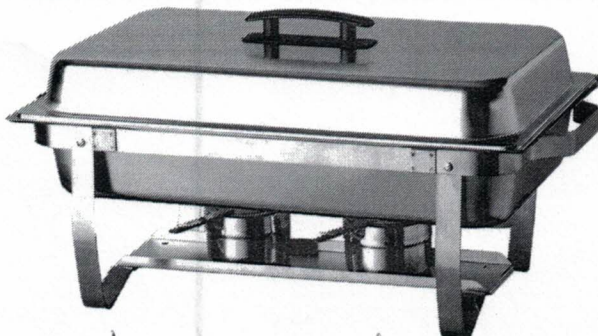
Oval clear tray



long neck



Circle clear tray



Chaffing dish



long neck lighter

## Tray Passing Test

### Multiple Choice:

1. The term used to refer to small-bite sized appetizers is:

- ☒ A. Starter
- ☐ B. Hors D'oeuvres
- ☐ C. Finger Foods
- ☐ D. Sors Pauvre
- ☐ E. None of the above

2. If a guest asks about an allergen you should:

- ☐ A. Take the question very seriously
- ☐ B. Only answer definitely if you are certain of the answer
- ☐ C. If you are uncertain, check with the chef
- ☒ D. All of the above
- ☐ E. None of the above

3. When tray passing you should be sure to walk:

- ☒ A. In a straight line
- ☐ B. Quickly
- ☐ C. Upright
- ☐ D. Slowly
- ☐ E. Like an Egyptian

4. Along with your tray what should you always have in your hand?

- ☒ A. Napkins
- ☐ B. Toothpicks
- ☐ C. Coasters
- ☐ D. Disinfectant
- ☐ E. None of the above

5. You should refill your tray when:

- ☐ A. It's completely empty
- ☐ B. You finish a lap, regardless of how much you have left
- ☒ C. You only have a few pieces left
- ☐ D. Every time you find trash on the floor

6. Before you begin tray passing you should:

- ☐ A. Know how to describe what you're serving
- ☐ B. Know the possible allergens in your dish
- ☐ C. Have napkins ready in hand
- ☐ D. Have a smile on your face
- ☒ E. All of the above

5/6

83%



## Plated Service Test

26/30

86%

### Multiple Choice:

- 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
- 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
- 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
- What part of the glass should you handle at all times?
  - ☒ A. The stem
  - ☒ B. The widest part of the glass
  - C. The top

### Match the Term:

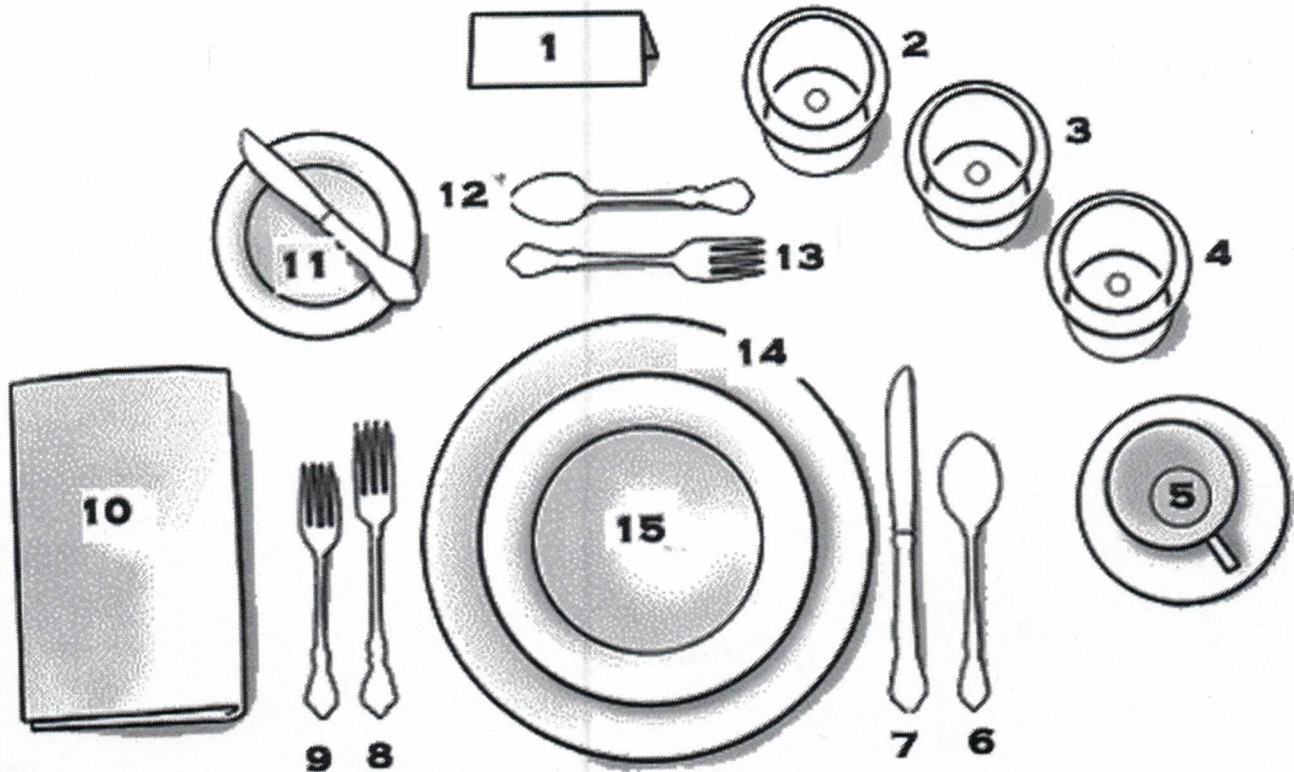
- |   |   |
|---|---|
| <input checked="" type="radio"/> B American     | A. Food is put on trays in the kitchen and passed by servers. Guests serve themselves, using cocktail napkins provided by the server.   |
| <input checked="" type="radio"/> F Family Style | B. Foods are pre-portioned in the kitchen, arranged on plates and served by servers from the left. Beverages are served from the right. Used dishes and glasses are removed from the right. |
| <input checked="" type="radio"/> D French       | C. Large serving platters and bowls are filled with foods in the kitchen and set on the dining tables by servers.   |
| <input checked="" type="radio"/> A Russian      | D. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste.   |
| <input checked="" type="radio"/> A Butler       | E. Style of dining in which the courses come out one at a time  |
| <input checked="" type="radio"/> C English      | F. Method of serving in which food is brought to the table in serving dishes from which everyone helps himself or herself.  |
| <input checked="" type="radio"/> E Synchronized | G. All Plates are served at the same time by all servers  |

### Fill in the Blank

List at least 2 duties required for each approach:

- First approach: Greeting / introduction Beverage offering
- Second approach: First course order, drink check back.
- Third approach: Dinner delivery, drink check back
- Fourth approach: Coffee service / dessert delivery

## Plated Service Test



- 10 Napkin
- 11 Bread Plate and Knife
- 1 Name Place Card
- 12 Teaspoon
- 13 Dessert Fork
- 6 Soup Spoon
- 15 Salad Plate
- 4 Water Glass

- 6 Dinner Fork
- 5 Coffee Cup and Saucer
- 7 Dinner Knife
- 2 Wine Glass (Red)
- 9 Salad Fork
- 14 Service Plate
- 3 Wine Glass (White)