

86%.

Multiple Choice

~~10~~

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

~~BD~~

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

~~C~~

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

G 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

C 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

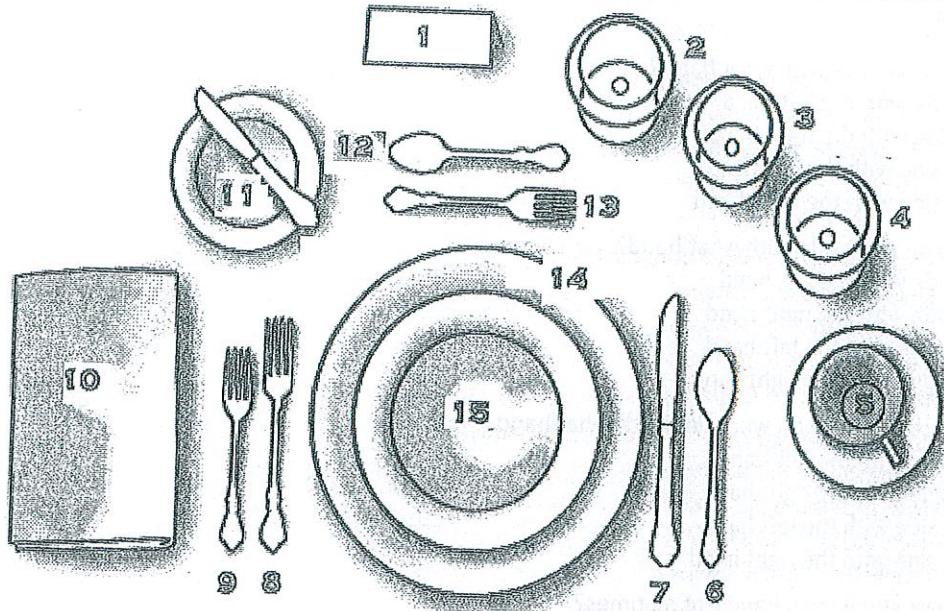
E Tray Jack

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

Name \_\_\_\_\_

**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>12</u>	Name Place Card	<u>7</u>	Dinner Knife
<u>13</u>	Teaspoon	<u>2</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>4</u>	Water Glass		

**Fill in the Blank**

1. The utensils are placed 3 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Cream, sugar, sugar alternatives, lemon,
3. Synchronized service is when: all of the guests are served a course at the same time
4. What is generally indicated on the name placard other than the name? Table number or title
5. The Protein on a plate is typically served at what hour on the clock? 11 o'clock
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Notify the kitchen of the order & confirm the Vegetarian options for the guest to choose if there is more than 1 option.

**53%.**

**C** 1) After brewing a pot or kettle of coffee how long is the coffee good for until you need to re-brew?  
a) 20 minutes  
**b)** 30 minutes  
c) 60 minutes

**B** 2) What are the basic ingredients of a Latte?  
a) Milk, Espresso, Whipped Cream  
b) Espresso, Steamed Milk  
c) Water, Espresso, and Foam

**A** 3) When making cup of tea for a customer, how long should you tell the customer to let the tea bags steep?  
a) 2 minutes  
**b)** 4 minutes  
c) 5 minutes

**C** 4) When steaming milk for a beverage, what temperature should you steam the milk to?  
a) 150-160 degrees  
b) 190-200 degrees  
c) 120-130 degrees

**B** 5) Once an Espresso Shot has been pulled from an Espresso machine, how long do you have to mix the shot with other liquid before the shot goes bad?  
a) 8 seconds  
b) 20 seconds  
**c)** 10 seconds

**C** 6) What do you do if a customer says their latte does not taste like there is espresso in it?  
a) Tell them you made the drink according to the recipe so it should be fine  
b) Apologize to the customer, then add another shot of espresso to their drink and encourage the customer to return  
c) Apologize to the customer and remake their drink according to standards  
d) Walk away and have another barista remake their drink

**B** 7) You can re-steam milk \_\_\_\_\_?  
a) Only Once  
b) Never  
c) Sometimes  
d) Always

**B** 8) What is the proper ratio of coffee grounds to water?  
**a)** 2 Tablespoons coffee to 6oz water  
b) 2 Tablespoons coffee to 8oz water  
c) 1 Tablespoon coffee to 6oz water  
d) 2 Teaspoons coffee to 8oz water

**C** 9) A customer requests a non-dairy coffee beverage and you are out of soy, what actions do you take?  
a) Make their drink with regular milk and hope they do not notice  
b) Apologize and ask the customer to come back tomorrow  
c) Apologize and inform the customer we are out of soy, and offer a beverage alternative  
d) Inform your manager we are out of soy

A 10) Decaffeinated coffee is 100% caffeine free?

- a) True
- b) False

C 11) What are the basic ingredients in a cappuccino?

- a) Coffee, Milk, Foam
- b) Espresso, Foam
- c) Espresso, Steamed Milk, Foam
- d) Espresso, Cream, Foam

A 12) What is a café au lait?

- a) Coffee, Steamed Milk
- b) Coffee, Cold Milk
- c) Coffee, Cream, Sugar
- d) Espresso, Cold Milk

C 13) What does "half caf" mean?

- a) Half cream and half regular milk
- b) Half as much coffee as normal
- c) Half regular and half decaf coffee

B 14) What does it mean when a customer requests their cappuccino "dry"?

- a) Less milk and more foam
- b) No milk and lots of foam
- c) Extra foam
- d) No foam and no milk

B 15) What is an Americano?

- a) Regular drip coffee
- b) Espresso with water
- c) Coffee with cream
- d) Iced coffee

Bartenders Test

Score **30** / 35

Multiple Choice (6 points)

C 1) Carbonation \_\_\_\_\_ the rate of intoxication.  
 a) Slows down  
 b) Speeds up  
 c) Does nothing to

B 2) What are the six most commonly used spirits?  
 a) Sweet and Sour, Triple Sec, Grenadine, Midori, Lime Juice and Cranberry Juice  
 b) Vodka, Whiskey, Gin, Bourbon, Rum and Tequila  
 c) Chardonnay, Cabernet Sauvignon, Champagne, Merlot, Sauvignon Blanc, Zinfandel  
 d) Kahlua, Vodka, Frangelico, Gin, Tequila, Spiced Rum

B 3) You can accept an expired ID as long as all other information is correct.  
 a) True  
 b) False

A 4) If someone has had too much to drink, serving them coffee will help sober them up.  
 a) True  
 b) False

D 5) What are the acceptable forms of ID for Alcohol Consumption?  
 a) State or Government Issued ID Card or Drivers License  
 b) Passport or Passport ID Card (as long as it lists the person's date of birth)  
 c) School ID or Birth Certificate  
 d) A & B  
 e) A, B & C

B 6) If there is no shaker tin available to scoop ice for a drink, it is okay to use a glass.  
 a) True  
 b) False

86%.

Vocabulary (9 points)

Match the word to its definition

C "Straight Up"

a.) Used to crush fruits and herbs for craft cocktail making

f Shaker Tin

b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured

I "Neat"

c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice

A Muddler

d.) To pour  $\frac{1}{2}$  oz of a liquor on top

B Strainer

e.) Used to measure the alcohol and mixer for a drink

E Jigger

f.) Used to mix cocktails along with a pint glass and ice

G Bar Mat

g.) Used on the bar top to gather spills

D "Float"

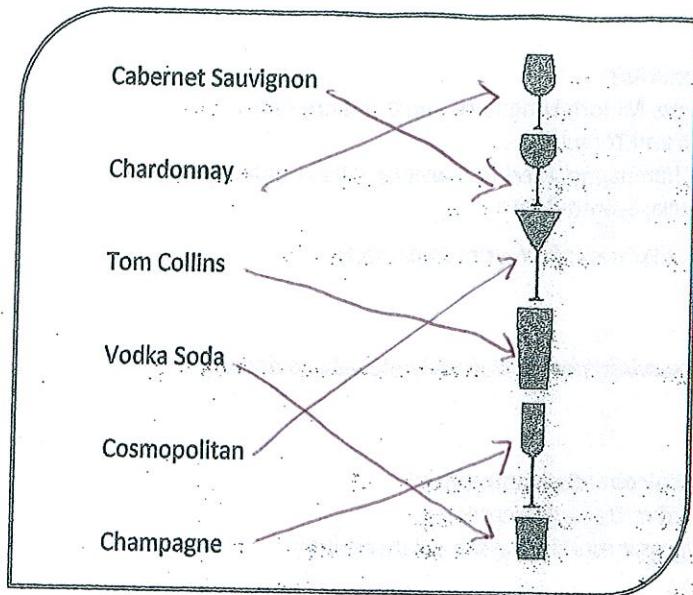
h.) Requesting a separate glass of another drink

H "Back"

i.) Means to serve spirit room temperature in a rocks glass with no ice

**Glassware (6 points)**

Match the correct glass to the drink



**Answer and Question (14 points)**

Provide examples of 3 brand name "top shelf" spirits (3 points): Belvedere, Patron,

What are the ingredients in a Manhattan? Grenadine, Vermouth, Bourbon, Cherry garnish

What are the ingredients in a Cosmopolitan? Vodka, Cranberry, Triple Sec, Lime Juice

What are the ingredients in a Long Island Iced Tea? Vodka, Rum, Gin, Tequila, Triple Sec, Sweets

What makes a margarita a "Cadillac"? A grand mariner float

What is simple syrup? Sugar liquidated with water (to make Sweet & Sour mix usually)

Is it legal to pour liquor from one bottle into another? What is this called? (2 points)

No, mixing? Mixing

What should you do if you break a glass in the ice? Remove all the ice, clean out the ice bin,

When is it OK to have an alcoholic beverage while working? Never

What does it mean when a customer orders their cocktail "dirty"? They would like olive juice added

What are the ingredients in a Margarita? Tequila, Triple Sec, Lime Juice, Sweet & Sour, Shaken with Salted Sugar rim & Lime Squeeze