

Servers Test

Score / 35

Multiple Choice

(3)

- 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
- 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 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

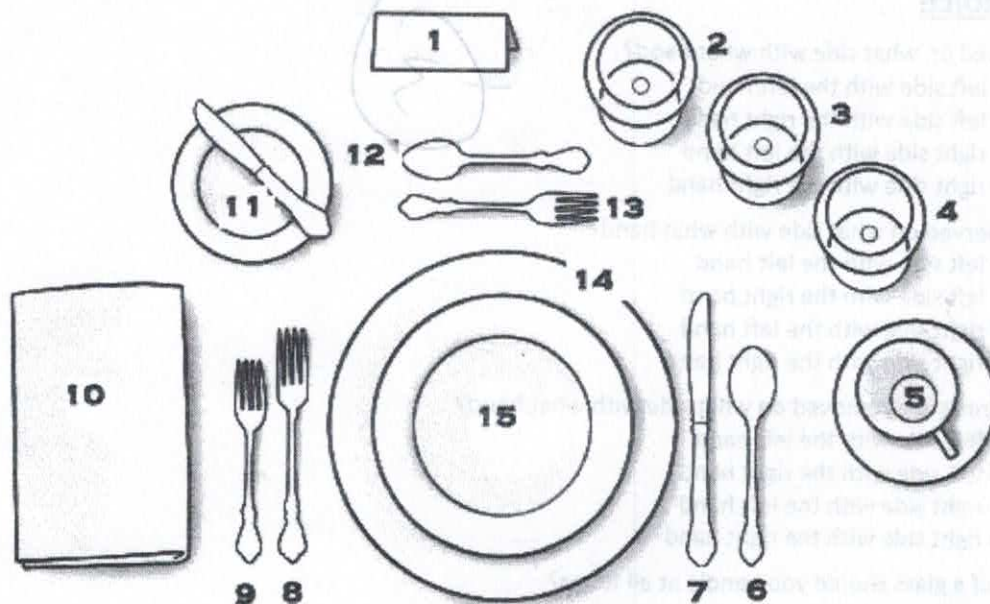
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <u>D</u> Scullery | <u>A</u> Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> Queen Mary | <u>B</u> 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>G</u> French Passing | <u>D</u> Area for dirty dishware and glasses |
| <u>B</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 Michael P. Sani

Servers Test

Score / 3



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>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>4</u> Wine Glass (White) |
| <u>3</u> Water Glass | |

Fill in the Blank

- The utensils are placed 2 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar Cream
- Synchronized service is when: All plates are served as one
- What is generally indicated on the name placard other than the name? table number
- 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?

Inform the guest of those options or ask the kitchen.

Michael Pisani



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EDUCATION

2001-2005

Oakland Technical High School, Oakland, CA

Diploma

Honor Roll.

Member of the bowling team and debate club.

2005-2006

New York Film Academy, Universal City, CA

Certificate, Acting for Film

Magician Member of The AMA at the Magic Castle, Hollywood.

SF School of Bartending
Certificate

ServSafe Certified
Food Handler

EXPERIENCE

April, 2014 – July 2016 Fentons Creamery, Oakland, CA

Server/Host

- Greeted guest with a smile and seated them quickly.
- Recorded customers orders and repeated them back to minimize errors.
- Prepared and delivered beverages such as coffee, tea, and fountain drinks.

January, 2013 – December, 2014 Pane Italiano Qualità, Berkeley, CA

Shift Lead

- Managed the in house coffee program designed to consistently produce quality beverages while eliminating waste.
- Running orders to tables and returning dirty dishes to the back of house.
- Responsible for closing, nightly, on time with a team effort to not compromise the guest experience.

October, 2011 – December, 2013 Yali's Café, Berkeley, CA

Barista

- Prepared remarkable espresso-based specialty coffee drinks as well as brewed coffee beverages.
- Basic food preparation with Food Safe principles and serving it right training.
- Accurately handled cash, making nightly deposits and balancing daily cash receipts.

REFERENCES

Keith Ortega, Manager, Fentons Creamery, Oakland, CA 510-658-7000

Jennifer Davalos, Manager, PIQ, Berkeley, CA 510-540-7700

Kyler Svendsgaard, Friend known 10 years, Oakland, CA 510-637-8095