

Name Sarah Espinoza

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

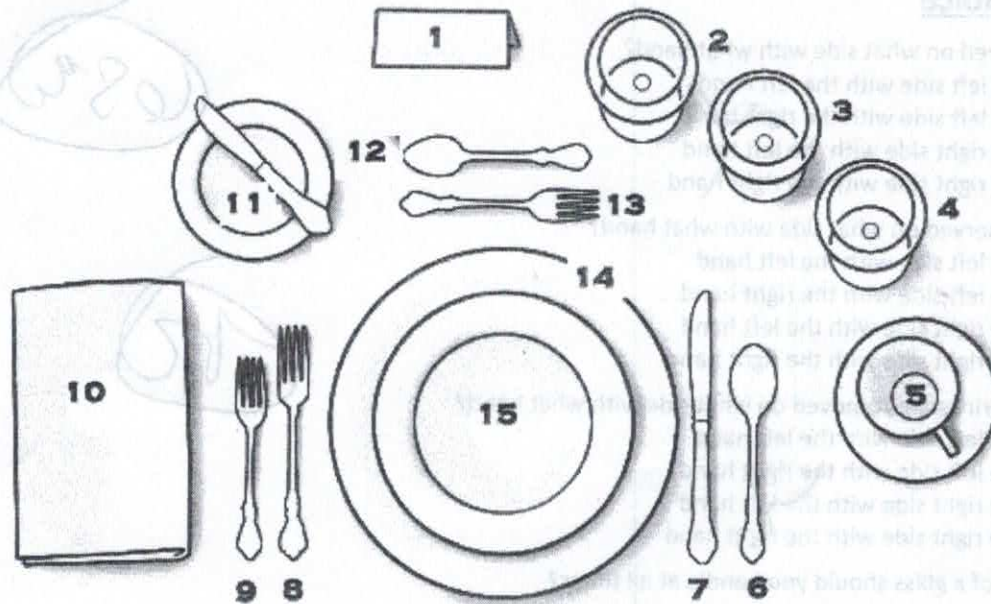
Match the Correct Vocabulary

- | | |
|--------------------------|--|
| <u>A</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>D</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>E</u> Chaffing Dish | C. Used to hold a large tray on the dining floor |
| <u>G</u> French Passing | D. Area for dirty dishware and glasses |
| <u>B</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 Sarah Espinoza

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>3</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>2</u> | Water Glass | | |

Fill in the Blank

- The utensils are placed 8 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar
- Synchronized service is when: each table is served at the same time
- 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?
take note of who it is at which table

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A self-motivated, versatile individual seeking an opportunity to utilize my excellent customer service skills

Experience: Black Bear Diner, La Habra, CA 5/2016- Present
Server

Santa Anita Racetrack, Santa Anita, CA Upon Request
Cocktail Server

Buffalo Wild Wings, City of Industry, CA 3/2014-6/2016
Server/Trainer

Starbucks/ Target, West Covina, CA 3/2013-6/2014
Barista/ Trainer

Cinnabon, Rowland Heights, California 9/2010-5/2013
Shift Manager

- Maintain high standards of customer service during high-volume, fast-paced operations
- Communicate clearly and positively with coworkers and management
- Handle currency and credit transactions quickly and accurately
- Responsible for large amounts of cash and accurate cash transactions
- Open and close cash safe before and after each shift
- Follow procedures for safe food preparation, assembly, and presentation
- Assist management with inventory control and stock ordering
- Resolve complaints promptly and professionally
- Cross-train and coordinate scheduling with team members to ensure seamless service
- Take initiative to find extra tasks when scheduled duties are complete

Education: California State University of Los Angeles 8/2016-Present
Emphasis Rehabilitation Services
College, Rio Hondo College 9/2010 to 5/2016
Emphasis Psychology
High School—Glen A. Wilson High School, Hacienda Heights, CA
Graduated June 2010

References: Available upon request