

Name _____

Servers Test

Score / 35

Multiple Choice

- d 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
- a 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

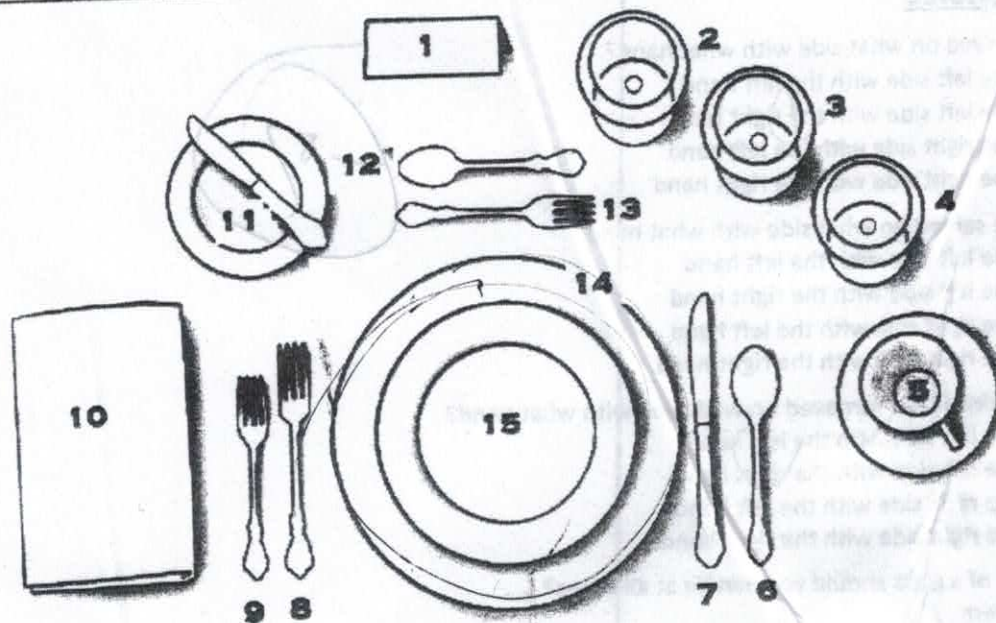
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <u>D</u> Scullery | 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>B</u> French Passing | D. Area for dirty dishware and glasses |
| <u>G</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>E</u> Tray Jack | 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

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

8 Dinner Fork

3 Tea or Coffee Cup and Saucer

7 Dinner Knife

5 Wine Glass (Red)

9 Salad Fork

14 Service Plate

2 Wine Glass (White)

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? MILK, SUGAR, DESSERT
- Synchronized service is when: served at the same time
- What is generally indicated on the name placard other than the name? FOOD CHOICES
- The Protein on a plate is typically served at what hour on the clock? 6pm
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Tell the chef

ADRIANNE MARQUES

- 863 Wellesley Avenue Los Angeles California 90049 • 415.400.9664
- ajmmars@gmail.com

QUALIFICATIONS SUMMARY

- ♦ Highly personable customer professional with years of experience in the hospitality business.
 - ♦ Ability to gain customer trust and provide exceptional follow-up, leading to increased repeat and referral business.
 - ♦ Aptitude for identifying customer's needs and presenting appropriate service and product
 - ♦ Team oriented, excellent at multi-tasking and work well in fast-paced environments
 - ♦ Expertise in resolving escalated customer service issues.
 - ♦ Punctual, hard worker, dedicated, and self-driven
 - ♦ Trilingual: English, Portuguese and Spanish
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PROFESSIONAL EXPERIENCE

SHAMSHIRI GRILL – Los Angeles, California

2015 – Present

Server

- Servers are responsible for greeting guests, explaining feature concepts of the restaurant, and assisting guests to make decisions and choosing appropriate portions.
- Providing guests with an exceptional experience. Follow-up with guests, process payments, set up restaurant for dinner, etc.

PALMER'S TAVERN – San Francisco, California

2014– 2015

Server/Cocktail Server

- Serviced multiple patrons simultaneously in a high-volume fine dining atmosphere.
- Assisted customers in pairing wine and cocktails with their choice of food.
- Appropriately suggested additional items and liquor upgrades in order to increase restaurant sales.
- Maintained a high level of quality service while working directly with customers and communicating with staff to ensure quality and accuracy of orders.

AMICI'S EAST COAST PIZZERIA – San Francisco, California

2006 – 2013

Server

- Developed tact and diplomacy working in a fast-paced environment
- Enhanced my leadership skills while providing training to new employees;
- Took over managerial duties when manager needed to step off premises;
- Coordinated the activities in the dining room and take-out counter by: keeping track of guest waitlist, bussing and resetting tables, answering phone for take-out orders, and ensuring the accuracy and quality of food and beverages ordered.

EDUCATION

Bachelor of Arts in Criminal Justice

SAN FRANCISCO STATE UNIVERSITY

2013