Acrobat outsourcing
Your Hospitality Staffing Professionals

Name James D. Abernethy

Servers Test

Score 21 / 35

60%

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

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

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

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

E **Scullery**

G **Queen Mary**

A **Chaffing Dish**

D **French Passing**

B **Russian Service**

F **Corkscrew**

C **Tray Jack**

A. Metal buffet device used to keep food warm by heating it over warmed water
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)
C. Used to hold a large tray on the dining floor
D. Area for dirty dishware and glasses
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored
F. Used to open bottles of wine
G. Style of dining in which the courses come out one at a time

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Cashier Test

Score 15/15

100 %

B 1) A roll of quarters is worth?
a) $5.00
b) $10.00
c) $15.00
d) $20.00

A 2) A roll of dimes is worth?
a) $5.00
b) $4.00
c) $3.00
d) $2.00

D 3) A roll of nickels is worth?
a) $8.00
b) $6.00
c) $4.00
d) $2.00

C 4) A roll of pennies is worth?
a) $1.00
b) $0.75
c) $0.50
d) $0.25

C 5) What does POS stand for?
a) Patience over standards
b) Percentage of sales
c) Point of sales
d) People over service

6) What is the current sales tax rate in your city 8.75 ?

C 7) A customer buys a bowl of soup for $1.25, an apple $0.90 and a soda is $0.79. If you are given $10.00 how much change should you give back?
a) $4.06
b) $2.06
c) $7.06
d) $5.06

.90 + .79 = 2.94
10.00 − 2.94 = 7.06

B 8) A customer buys two shirts for 10.50 each and two ball caps for $7.25 each. If you are given $50.00 how much change should you give back?
a) $19.50
b) $14.50
c) $9.50
d) $4.50

10.50 x2 = 21.00
7.25 x2 = 14.50
21.00 + 14.50 = 35.50
50.00 − 35.50 = 14.50

D 9) A customer buys soda for $3.75 and a hot dog for $4.25. If you are given $20.00 how much change should you give back?
a) $6.00
b) $8.00
c) $10.00
d) $12.00

3.75 + 4.25 = 8.00

A 10) A customer buys two hamburgers at $3.75 each, two bags of chips at $1.25 each, two cookies at $2.50 each and two sodas at $3.25 each. If you are given $100.00 how much change should you give back?
a) $78.50
b) $58.50
c) $38.50
d) $28.50

3.75 x2 = 7.50
1.25 x2 = 2.50
2.50 x2 = 5.00
3.25 x2 = 6.50
7.50 + 2.50 + 5.00 + 6.50 = 21.50
100.00 − 21.50 = 78.50