

# Kristen Horde

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## **EDUCATION**

### **Bachelor of Arts in Communication, Concentration in Integrated Communication**

**Minor:** Management **GPA:** 3.67/4.0

**Certified**

## **Experience**

### **Shiftgig- Server**

January 2016 – July 2017

- Contract worker for restaurants and events
- Served orders by picking up and delivering patrons' choices from bar and kitchen; delivering accompaniments and condiments from service bars.
- Prepare alcohol or non-alcohol beverages
- Responded to additional patron requirements by inquiring of needs; observing dining process.
- Maintained table setting by removing courses as completed; replenishing utensils; refilling water glasses; being alert to patron spills or other special needs.

### **Hanks Crawfish- Server**

January 2014 – December 2015

- Prepare alcohol or non-alcohol beverages
- Served orders by picking up and delivering patrons' choices from bar and kitchen; delivering accompaniments and condiments from service bars.
- Responded to additional patron requirements by inquiring of needs; observing dining process.
- Maintained table setting by removing courses as completed; replenishing utensils; refilling water glasses; being alert to patron spills or other special needs.

### **Olive Garden- Host**

February 2013 – January 2014

- Served orders by picking up and delivering patrons' choices from bar and kitchen; delivering accompaniments and condiments from service bars.
- Responded to additional patron requirements by inquiring of needs; observing dining process.
- Maintained table setting by removing courses as completed; replenishing utensils; refilling water glasses; being alert to patron spills or other special needs.
- Concluded dining experience by acknowledging choice of restaurant; inviting patrons to return



Name \_\_\_\_\_

Kristen Hordle

**Servers Test**

Score / 35

**Multiple Choice**

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 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

E 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

B French Passing

D. Area for dirty dishware and glasses

G Russian Service

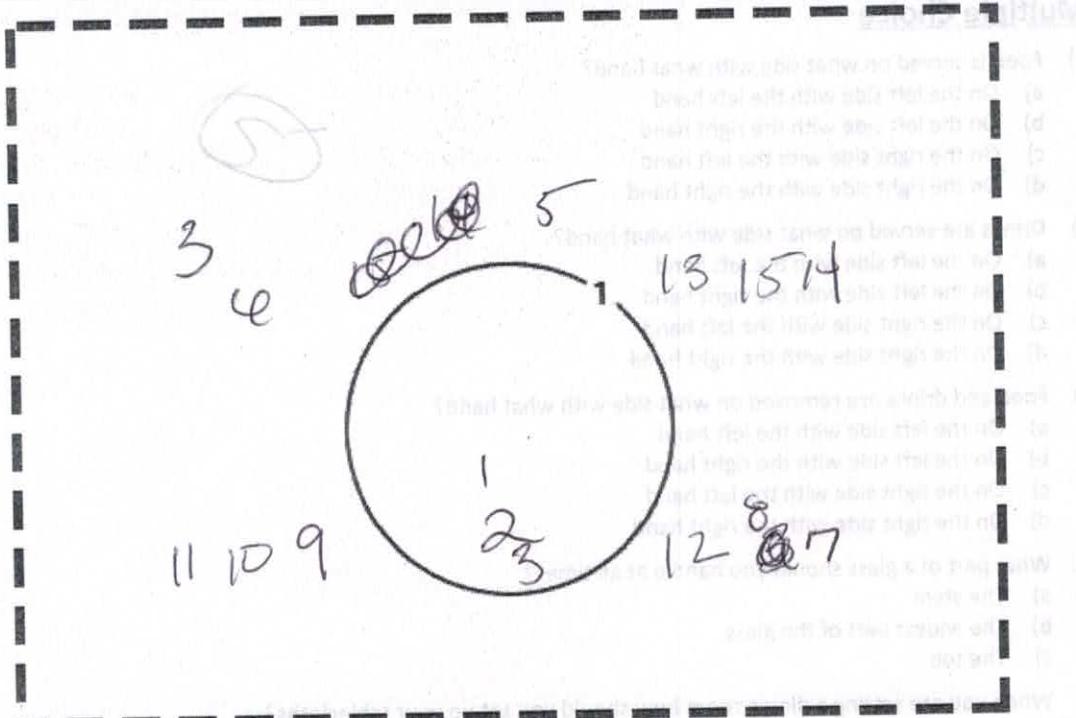
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

F. Used to open bottles of wine

C Tray Jack

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



Draw a formal place setting containing all of the following:

1. Service Plate	7. Teaspoon	13. Water Glass
2. Salad Plate	8. Soup Spoon	14. Red Wine Glass
3. Bread Plate & Knife	9. Salad Fork	15. White Wine Glass
4. Napkin	10. Dinner Fork	
5. Name Place Card	11. Dessert Fork	
6. Tea/Coffee Cup & Saucer	12. Dinner Knife	

### Fill in the Blank

1. The utensils are placed 3 in inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras?
3. Synchronized service is when: servers are ~~not~~ walking around
4. What is generally indicated on the name placard other than the name? (Mr., Mrs., Miss)
5. The Protein on a plate is typically served at what hour on the clock? 10:00
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

if a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian)  
Tell Chef / Supervisor