

Name Mark Winn

Servers Test

Score / 35

Multiple Choice

- a 1) Food is served on what side with what hand? — ideally 35/35
(100%)
- d 2) Drinks are served on what side with what hand?
- d 3) Food and drinks are removed on what side with what hand? — ideally
- a 4) What part of a glass should you handle at all times?
- d 5) When you are setting a dining room how should you set up your tablecloths? (I would first ask my captain which directions the seams go for the event)
- d 6) If you bring the wrong entrée to a guest what should you do? (First I would apologize to the guests and then ask which entrée they needed. Vegan, veggie, etc.)

Match the Correct Vocabulary

d Scullery

e Queen Mary

a Chaffing Dish

b French Passing

g Russian Service

f Corkscrew

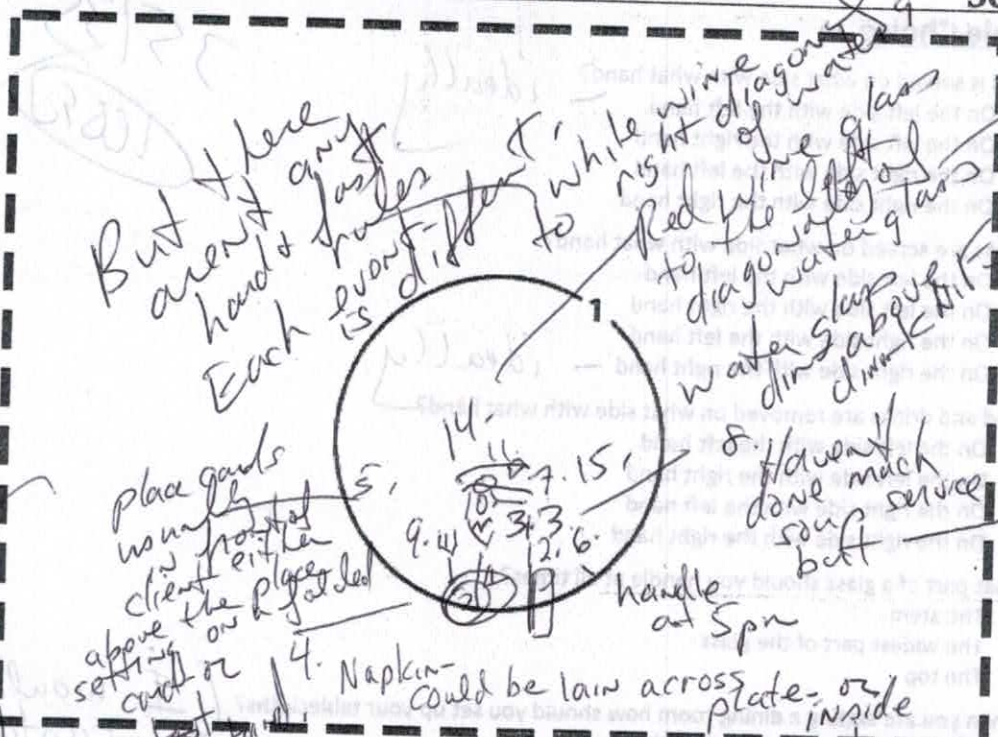
j Tray Jack

- 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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Score 135



No hard and fast rules - Events are all different

But there aren't any hard & fast rules. Each is different.

white wine right of water glass
Red wine glass to the left of water glass
diagonal water glass
dinner glass above dinner knife

place cards usually placed either client's or host's side of the place setting or in a small stand

8. Haven't done much soup service but

depending on the table size the arrangement is too tight if space is tight

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 | |

a glass or on the left side if placed silverware are placed in the set up

the knife dinner knife

Fill in the Blank

Ideally half a thumb above from edge of the table.

- The utensils are placed _____ inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? a small smile - an association
- Synchronized service is when: is when every server to help - also cream sugar arrives at a particular point to ask
- What is generally indicated on the name placard other than the name? which type of entree - whether
- The Protein on a plate is typically served at what hour on the clock? Depends - it depends whether the guest would prefer coffee or tea?
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Thank them - go directly to the kitchen - front of the house - 1-8 - but so is pm generally or which find de-cal - neg

Vegan, Fish, Beef, color coded or alphabetically abbreviated specialty time & what to be - men

at the table - positions 1-8 - but so is pm generally or which find de-cal - neg

MARK A. WINN

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Strengths – Foreign Languages: Fluent in Italian and Spanish. Other languages spoken: conversational German. Strong advertising sales, marketing and customer service skills.

Computer proficiency: Microsoft Word.

Patina Group – Catering – September 2003 – Present

On Call Banquet Server: At various high profile entertainment/political venues around Los Angeles and environs, continually maintaining a high level of professionalism, courtesy and efficiency at all events. Duties include: assist in build-up/breakdown's, table/buffet services, bar backing, scullery and provide general support where needed.

July 2016

Party Staff – Catering – November 2013 – Present – On Call Banquet Server:

Duties include: assist in build-up/breakdown's, table/buffet services, bar backing, scullery, and supporting kitchen staff when needed.

Center BMW – September 2011 –December 2013- Concierge/Customer Service:

Responsible for transporting customers to and from the dealership safely and courteously. Additionally, maintained client concierge lounge and handled diverse customer issues.

Jet Blue Airways - November 2006 – June 2011 - Ground Operations/Customer Service/Provisioning:

Responsibilities include serving a diverse cross section of the traveling public, handling baggage concerns; catering aircraft and driving diversified aircraft equipment, to accomplish an effective turn. Additional responsibilities: communicating effectively with coworkers and customers, utilizing articulate language skills; including Italian, Spanish, and German.

El Capitan Theatre – Hollywood, California – November 1997 – December 2003

Assistant Manager: Responsibilities included: Supervised ticket booth, usher and counter staff personnel. Additionally, assisted in the operational duties; i.e., ordering food and janitorial supplies. Maintained employee's time cards, personnel records, and lent general support where needed.

EDUCATION: UNIVERSITY OF CALIFORNIA – BERKELEY, CA - Bachelor of Arts – Italian Literature

