

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

— ideally

35/35
 100%

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

— ideally

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

(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?
 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

E

Match the Correct Vocabulary

d

Scullery

c

Queen Mary

a

Chaffing Dish

b

French Passing

g

Russian Service

s

Corkscrew

t

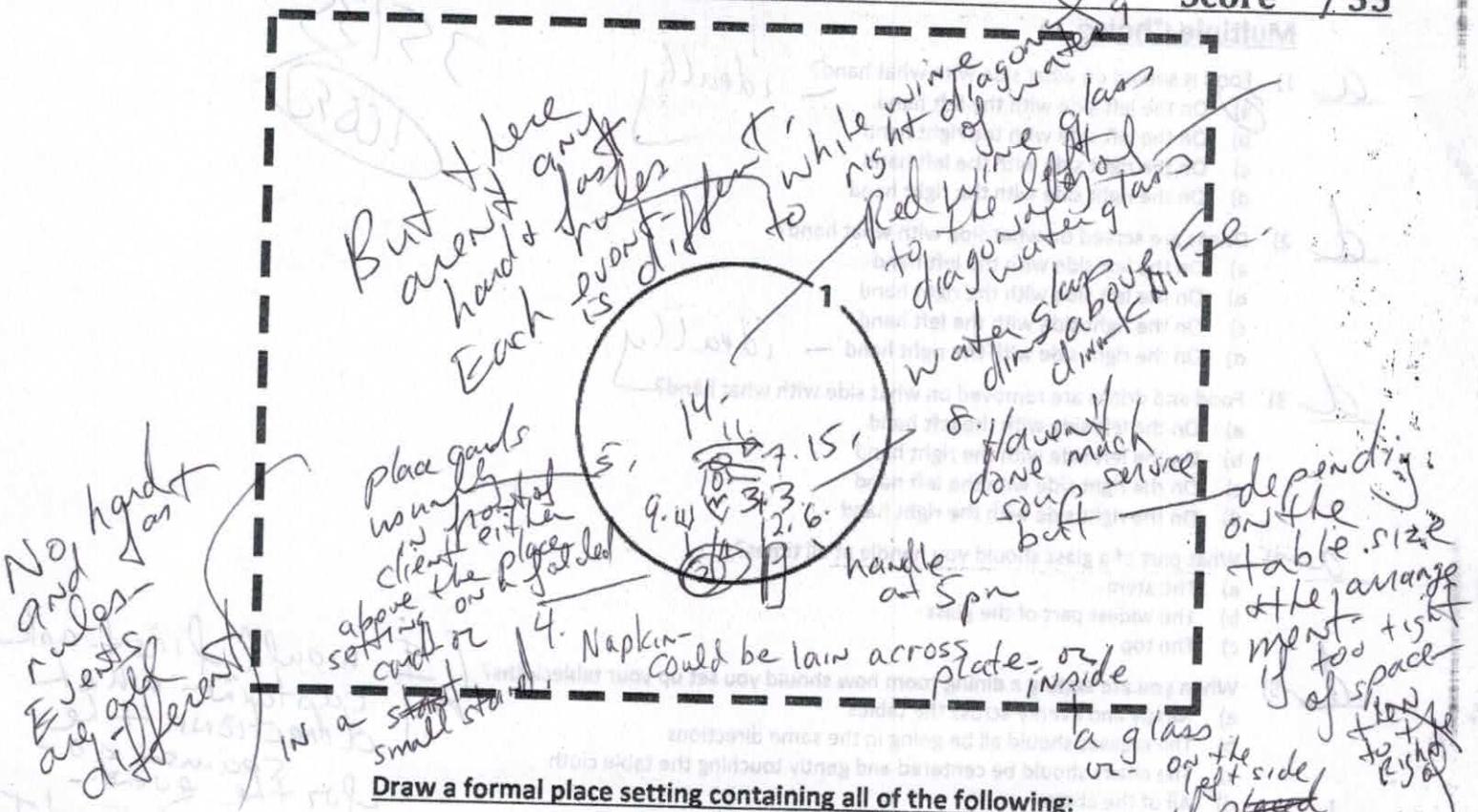
Tray Jack

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

Name Mark Winn

Servers Test

Score 135



Draw a formal place setting containing all of the following:

- 1. Service Plate
- 2. Salad Plate
- 3. Bread Plate & Knife
- 4. Napkin
- 5. Name Place Card
- 6. Tea/Coffee Cup & Saucer

- 7. Teaspoon
- 8. Soup Spoon
- 9. Salad Fork
- 10. Dinner Fork
- 11. Dessert Fork
- 12. Dinner Knife

- 13. Water Glass
- 14. Red Wine Glass
- 15. White Wine Glass

Fill in the Blank

1. The utensils are placed ideally half a thumb above from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? a small smile - an associate

3. Synchronized service is when: is when every server to keep also clean sugar arrives at a particular point to ask

4. What is generally indicated on the name placard other than the name? which type of entrée - whether

5. The Protein on a plate is typically served at what hour on the clock? 12 o'clock

6. 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

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

