

MAHDIYAH WILSON

(A) 4522 WOODMAN AVE APT C111 SHERMAN OAKS, CA 91423 (E)
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TEXAS ROADHOUSE, STATE COLLEGE, PA

Waitress, May 2016 -May 2017

Serving customers, providing legendary and fast service.

ARENA BAR AND GRILL, STATE COLLEGE, PA

Waitress, Oct 2015- Feb 2015

Serving customers, greeting, running food, bussing

TROLLEY CAR DINER, PHILADELPHIA, PA

Host/Deli Counter, May 2015 - August 2015

Greeting and seating customers, cashier, taking drink orders, answering phones, takeout orders

- CHESTNUT HILL GRILL, PHILADELPHIA, PA

Busser and Host, Mar 2012 – Aug 2015

Cleaning tables, organizing, customer service, promoting, stocking, greeting customers, answering phones, seating customers

- BILL SELLS BOLD, ALTOONA, PA

Host/ Busser, Sep 2014 – May 2015

Greeting customers organizing, promoting, cleaning tables, stocking

- SCHOOL OF DANCE ARTS, PHILADELPHIA, PA

Front Desk Assistant, Oct. 2009 – May 2011

Answering phones, making flyers, Promotions, Microsoft typing, Excel, Communicating with the public

PENN STATE UNIVERSITY, UNIVERSITY PARK.

B.A Communications Broadcasting Journalism major with a minor in business, graduated: May 2017

2.89 GPA

Comm Relations, Media Study, Comm Research, Computer Skills, Customer Service Skills, RAMP

Certified

(References available upon request)

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
- B 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
- B 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

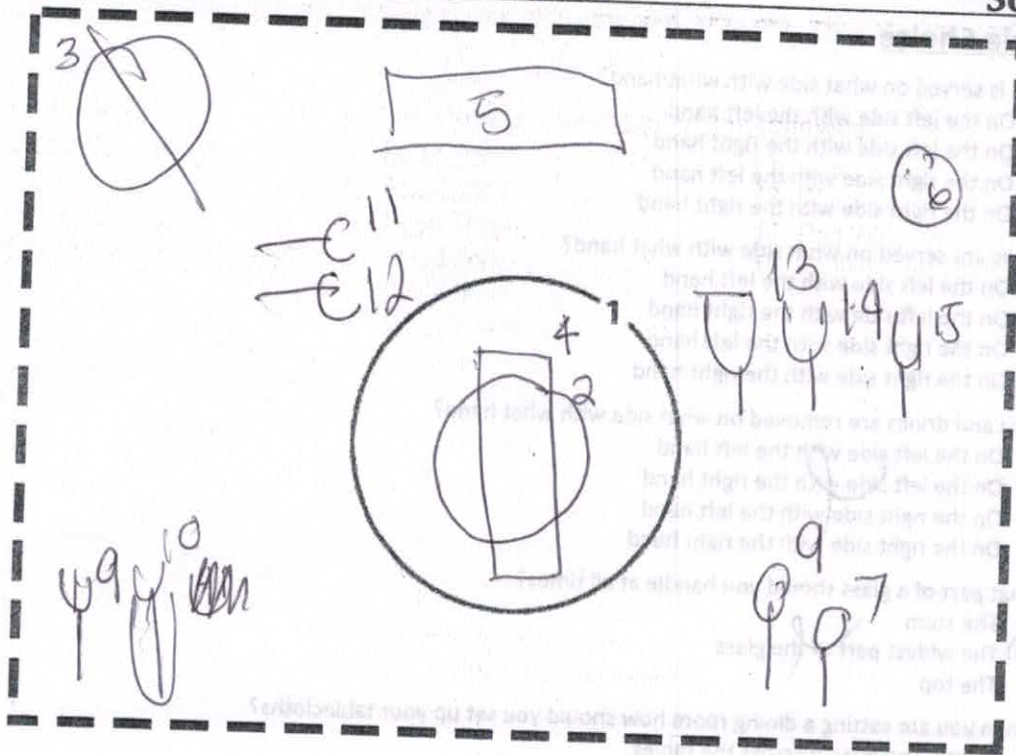
- | | |
|---------------------------------------|---|
| <u>D</u> B Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>B</u> A Queen Mary | <input checked="" type="checkbox"/> B. Style of service where food is prepared or served individually at the dinner table 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 | <input checked="" type="checkbox"/> C. Used to hold a large tray on the dining floor |
| <u>E</u> French Passing | D. Area for dirty dishware and glasses |
| <u>G</u> B Russian Service | <input checked="" type="checkbox"/> 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> A Tray Jack | <input checked="" type="checkbox"/> G. Style of dining in which the courses come out one at a time |

Name

Mahdiyjah Wilson

Servers Test

Score / 35



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

- The utensils are placed 2 inches inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? milk and sugar
- Synchronized service is when: 2
- What is generally indicated on the name placard other than the name? table #
- 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?
let the people in the back know, get seat and table #