

Servers Test

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

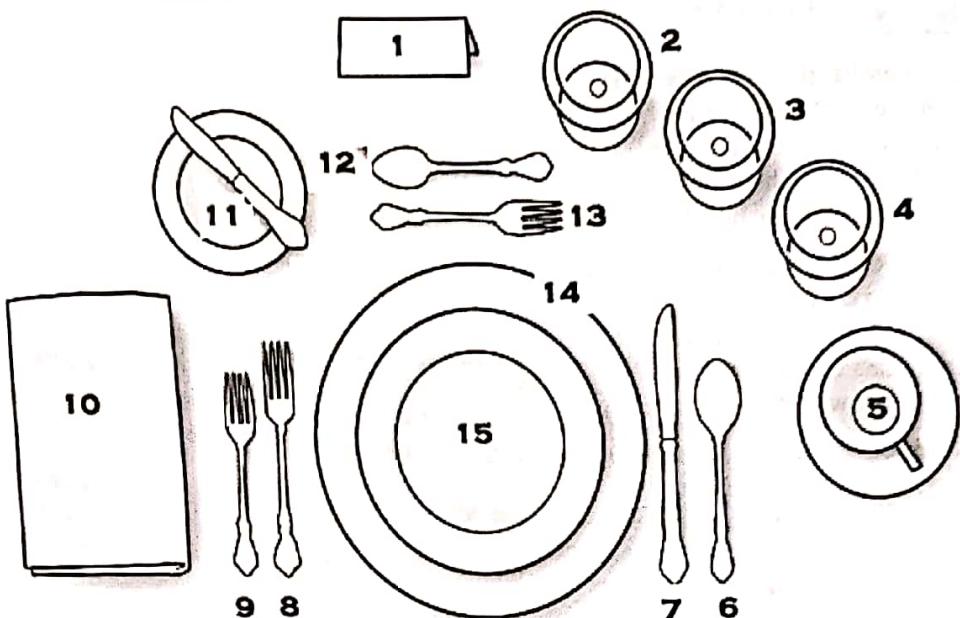
F Corkscrew

F. Used to open bottles of wine

C Tray Jack

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

Servers Test



Match the Number to the Correct Vocabulary

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

Fill in the Blank

1. The utensils are placed 3 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? CREAM 3 SUGAR
3. Synchronized service is when: FOOD IS SERVED / PLATES REMOVED IN SYNC.
4. What is generally indicated on the name placard other than the name? _____.
5. The Protein on a plate is typically served at what hour on the clock? 6
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
NOTIFY THE KITCHEN

Levi Hall

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Spring Valley Ca, 91977
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Professional Summary

Action-oriented with strong ability to communicate effectively. Driven personality and desire to complete tasks with efficiency. Passion for building strong trusting relationships with clientele and creating competitive revenue for myself and the company. Innovative customer service and management skills.

Core Qualifications

Results Driven
Strong Work Ethic
Computer Proficiency
Customer Satisfaction
Training and Development
Customer Service Experience
Passion for providing a unique, personable experience

Experience

June 2017 to Present
Rudaroo Radio

West Coast Division Leader

Independent marketing for brand recognition, done via social media, guerrilla marketing and word of mouth and other techniques. Running advertisements to bring in DJ's from major cities in 13 states to fill spots for 24/7 live streams. Finding special events and shows, contacting event coordinators and musicians to schedule live streams from various venues. Reaching out to local businesses to sell advertising packages as well as running and hosting a few live sponsored shows personally.

October 2016 to November 2017
PRP Wine International, San Diego CA

Private Wine Consultant

Independent market vouchers for private wine tastings, coordinate and schedule hosts for in-home tastings in the San Diego area. Present wine at tastings in formal, educational and entertaining fashion, and close with ordering options for wine shipments as well as custom label and accessory options.

February 2012 to December 2012
Enchantment Resort; Sedona, AZ

Server

Provide expedient customer service while creating a comfortable atmosphere for the guest. Knowledge of table side wine service and familiarity with wine list was required, as well as basic knowledge of our extensive wine selection (80,000 bottles). Notable increase in sales October 2012; Highest increase for check average.

February 2015 to August 2015
Avano Bistro, Sedona AZ

Server and Expo

Small upscale restaurant in busy tourist destination town, being such a small place I was frequently the only FOH employee operating as the host, server, food runner, busser and bartender. There were also additional duties ie, sweeping, mopping.

February 2013 to November 2013
Amara Resort and Spa

Banquet Captain and Server

Organize, schedule and execute banquets for events. Managing a team of individuals to provide flawless presentation and excellent service for parties of 30 - 250 people with a variety of settings from business meetings to wedding receptions.

September 2014 to August 2015
Days Inn Sedona, Sedona, AZ

Front Desk

Greet customers at check in, make reasonable accomodating stops to rooms with blankets pillows etc. Also acted concierge, working commission basis as an independent contractor for multiple tour companies and restaurants in the area.

February 2016 to August 2016
Arch Telecom LLC, Everett WA

Lead Sales Associate

Sprint Retail Store offering a full range of cellular products and services, with competitive wages and commission. Very interactive with consumer, and orientation expressly directed at results.

October 2015 to January 2016
Command Center, Everett WA

Day Laborer

Day labor company with a variety of temp jobs, Saw mill, fence building, bottling factory, etc..

October 2013 to September 2014
The Art of Wine; Sedona, AZ

Barkeep & Retail Sales

Variety of responsibilities ranging from sales and customer service to inventory and product selection. Sales were key, knowledge of the wine selection became inherent through experience and research.

September 2010 to Present
Shari Designs LLC; Sedona, AZ

Woodworking; Product Design & Development

Use woodworking, carpentry and other art forms to design and build unique jewelry displays for wholesale and retail markets.

September 2007 to May 2014
Spectrum Project Services LLC; Cottonwood, AZ

Market Research/Video Editor

Review field footage from a variety of market research studies. After review, editing for relevancy took place followed by organization into simple slides with clips and bullets. Final review and editing preceded sending completed product back to client.

January 2011 to February 2012
L'Auberge De Sedona; Sedona, AZ

Dish & Prep

Worked back of the house for majority of the year, cleaning and prepping for banquets. Between the main dining room and frequent events there were often 600 to 800 covers a day. Moved to front of house as busser, expo and room service.

August 2008 to November 2010

Certified Message Therapist

Privately networked in my community for clientele, offering in-home message therapy.

Education

2016 - Renatus Essentials Course

2015 - Yavapai College Viticulture & Enology

2008 - Arizona School of Integrative Studies Clarkdale, AZ
Graduated - Certified Message Therapist

2005 - GED

References

Shari Courtney
Owner, Poppy Box Studios
Phone: (928) 202-1889

Brenda Resigno
Owner, Office Symmetry LLC
Phone: (928) 274-1023

Kevin Grubb
Manager, AZ Stronghold Tasting Room
Phone: (928) 274-1931

David Schmidt
Executive Chef, Enchantment Resort
Phone: (602) 881-8841

Thomas Barnhart
District Manager, Arch Telecom LLC
Phone: (360) 840-7372

Jordan Campbell
Store Manager, Arch Telecom LLC
Phone: (425) 773-1967

Bartenders Test

Score 2 / 35

Multiple Choice (6 points)

B

- 1) Carbonation _____ the rate of intoxication.

- a) Slows down
- b) Speeds up
- c) Does nothing to

B

- 2) What are the six most commonly used spirits?

- a) Sweet and Sour, Triple Sec, Grenadine, Midori, Lime Juice and Cranberry Juice
- b) Vodka, Whiskey, Gin, Bourbon, Rum and Tequila
- c) Chardonnay, Cabernet Sauvignon, Champagne, Merlot, Sauvignon Blanc, Zinfandel
- d) Kahlua, Vodka, Frangelico, Gin, Tequila, Spiced Rum

B

- 3) You can accept an expired ID as long as all other information is correct.

- a) True
- b) False

B

- 4) If someone has had too much to drink, serving them coffee will help sober them up.

- a) True
- b) False

D

- 5) What are the acceptable forms of ID for Alcohol Consumption?

- a) State or Government Issued ID Card or Drivers License
- b) Passport or Passport ID Card (as long as it lists the person's date of birth)
- c) School ID or Birth Certificate
- d) A & B
- e) A, B & C

B

- 6) If there is no shaker tin available to scoop ice for a drink, it is okay to use a glass.

- a) True
- b) False

Vocabulary (9 points)

Match the word to its definition

C "Straight Up"

a.) Used to crush fruits and herbs for craft cocktail making

F G1 Shaker Tin

b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured

I "Neat"

c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice

A Muddler

d.) To pour $\frac{1}{2}$ oz of a liquor on top

B Strainer

e.) Used to measure the alcohol and mixer for a drink

E Jigger

f.) Used to mix cocktails along with a pint glass and ice

G Bar Mat

g.) Used on the bar top to gather spills

D "Float"

h.) Requesting a separate glass of another drink

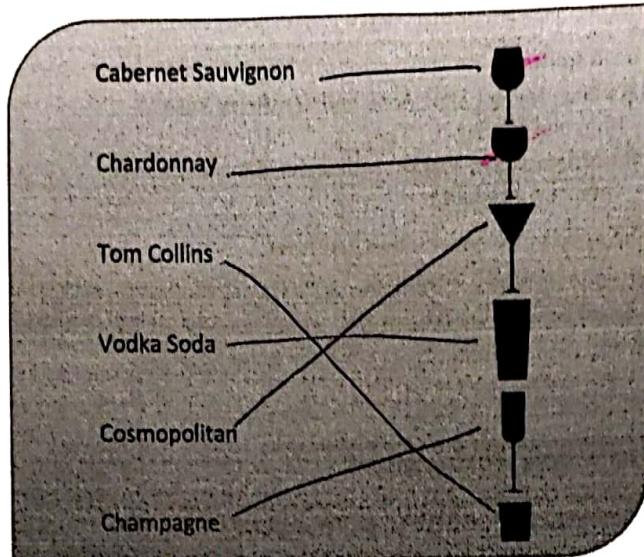
H "Back"

i.) Means to serve spirit room temperature in a rocks glass with no ice

Bartenders Test

Glassware (6 points)

Match the correct glass to the drink



Answer and Question (14 points)

Provide examples of 3 brand name "top shelf" spirits (3 points): GREY GOOSE, PATRON, MAKERS

What are the ingredients in a Manhattan? RYE WHISKEY, VERMOUTH, BITTERS

What are the ingredients in a Cosmopolitan? VODKA, CRANBERRY, LIME, TRIPLE SEC

What are the ingredients in a Long Island Iced Tea? VODKA, RUM, GIN, TEQUILA, TRIPLE SEC,

What makes a margarita a "Cadillac"? GRAN MARNIER / TOP SHELF TEQUILA, SWEET, SOUR, COKE

What is simple syrup? 50/50; EQUAL PARTS SUGAR & WATER

Is it legal to pour liquor from one bottle into another? What is this called? (2 points)

YES, MARCHING BOTTLES

What should you do if you break a glass in the ice? BURN ALL ICE & CLEAN BIN

When is it OK to have an alcoholic beverage while working? NO ALCOHOL

What does it mean when a customer orders their cocktail "dirty"? OLIVE JUICE

What are the ingredients in a Margarita? TEQUILA, LIMES, SIMPLE SYRUP