

Acrobat

outsourcing

Your Hospitality Staffing Professionals
665 Third St., Suite 415 • San Francisco, CA 94107

First and Last Name: Shalynn Davis
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Phone number: (510) 828-8971

Working Experience:

Company Name: BJ's Restaurant and Brewhouse
Dates of Employment: April 4, 2017

Job Responsibility:

- Providing great customer service
- Making sure all Entree's are correct & on time
- Drinks are refilled
- Providing a comfortable Environment for the guest

Company Name: Panera Bread
Dates of Employment: March 22, 2017

Job Responsibility:

- Stocking Utensils
- providing great customer service
- running correct dishes to guest
- refilling coffee/water & tea

Company Name: _____

Dates of Employment: _____

Job Responsibility:

-
-
-
-

Skills

- Providing Great Customer Service
- Working quick & correct
-
-

Multiple Choice

- 9 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
- 1 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
- 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> | Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> | 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) |
| <u>A</u> | Chaffing Dish | C. Used to hold a large tray on the dining floor |
| <u>G</u> | French Passing | D. Area for dirty dishware and glasses |
| <u>B</u> | Russian Service | 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>C</u> | Tray Jack | G. Style of dining in which the courses come out one at a time |

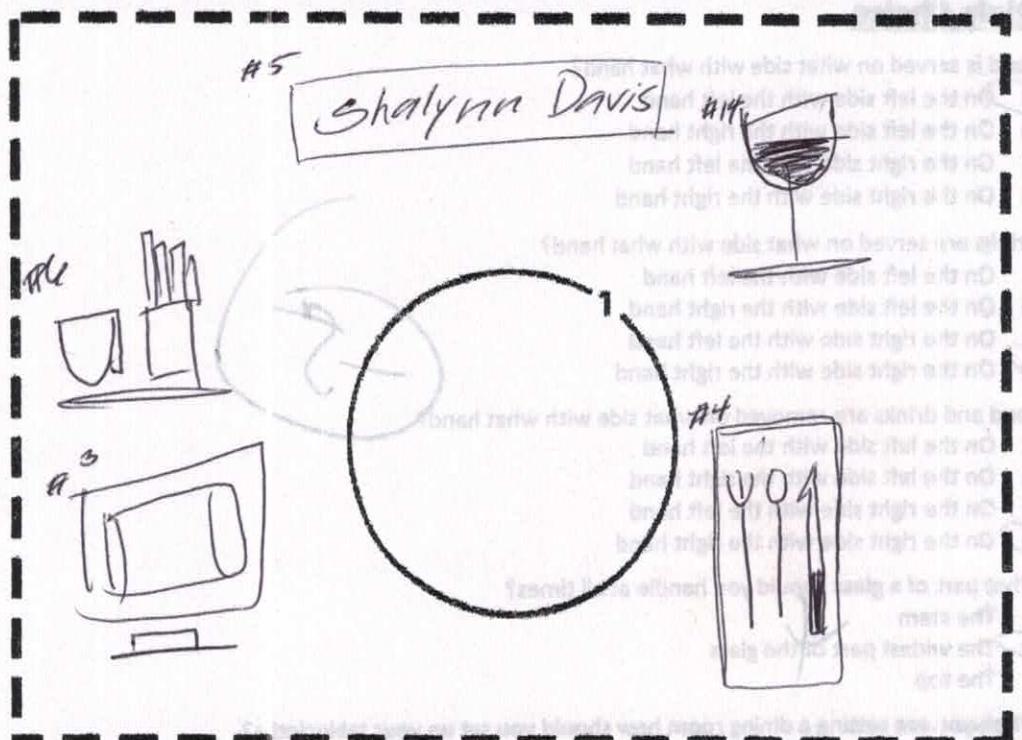
Shayla Mayland

Name Shayla Mayland

Score

Servers Test

Score / 35



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 5 inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? 4

3. Synchronized service is when: 4

4. What is generally indicated on the name placard other than the name? Occupation

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

6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Tell the kitchen immediately about the allergen / modifications.