

# 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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## Working Experience:

Company Name: BJ's Restaurant and Brewhouse

Dates of Employment: April 4, 2017

Job Responsibility:

- providing great customer service
- Making sure all Entrees 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
- 
-



Name Shalynn Davis

## Servers Test

Score / 35

### Multiple Choice

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

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

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

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

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

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

D Scullery

E Queen Mary

A Chaffing Dish

G French Passing

B Russian Service

F Corkscrew

C 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

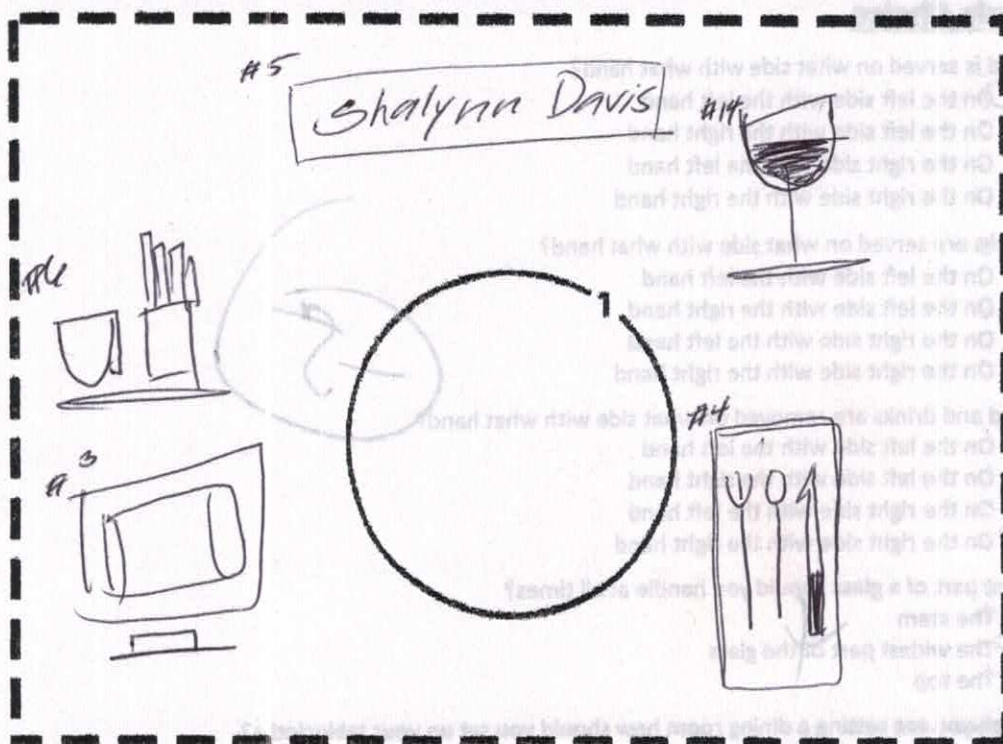
G Style of dining in which the courses come out one at a time



Name Shalynn Davis

# 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 5 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? 4
- Synchronized service is when: 4
- What is generally indicated on the name placard other than the name? Occupation
- The Protein on a plate is typically served at what hour on the clock? 5 o'clock
- 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.