

# Paul Arnould

## EXPERIENCE

### **RUNNER, CASHIER, *La Scala***

2017, Beverly Hills

Offered fine-dining experience to guests in a courteous and efficient manner.

### **HOST, *Westside Tavern***

2016, West LA

Performed multi-tasking in greeting and seating, answering phone, managing reservations and placing take-out orders.

### **HOST, *Ocean Prime***

2015, Beverly Hills

Delivered valuable guest services and helped monitor busy nights.

### **SERVER, *Zinqué***

2015, West Hollywood

Offered personable, friendly service to tables. Managed high rotations, large sections and parties and shared valuable food and wine knowledge.

### **BUSSER, *RockSugar***

2015, Century City

Collected and delivered orders promptly and assisted servers in offering a fast and pleasant meal experience.

### **BUSSER, *Pump***

2014, West Hollywood

Provided efficient table service and disposal.

### **BARISTA, CASHIER, *Starbucks***

2014, Beverly Hills

Thrived in a fast-paced work environment. Handled both barista and cashier role.

## CONTACT

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**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**

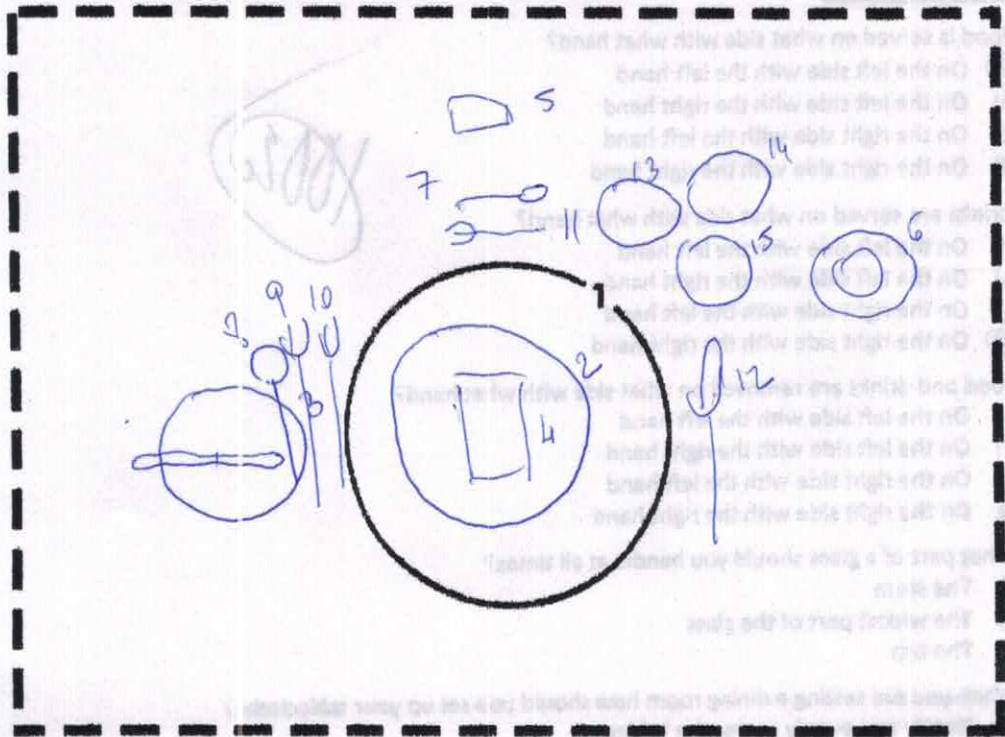
- |                          |   |
|--------------------------|---|
| <u>D</u> Scullery        | A. Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>E</u> Queen Mary      | B. Style of service where food is prepared or served individually at the dinner table to fit 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  |



Name \_\_\_\_\_

## 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 1 to 3 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Creamer Sugar
- Synchronized service is when: it is swept at a synchronized fashioned
- What is generally indicated on the name placard other than the name? Title for all guests from same table
- The Protein on a plate is typically served at what hour on the clock? 6
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
Inform Captain / Chef.