

## **Brian L Rogers Jr**

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### **Education**

- Associate of Science: Business Management, Current
- The Ohio State University - Columbus, OH  
Online

### **Work Experience**

Apple Inc.- Cincinnati, Ohio

Retail, 8/2014- 11/2017

- Empower customers with product knowledge
- Provide assistance in timely manner
- Self educate on products and services
- Clean Sales floor
- Phone activations
- Help customer set up products

Server/Bartender, 03/2014 to 07/2017

Pint House – Columbus, OH

- Greeted customers in a timely fashion while quickly determining their needs.
- Engaged with customers in a sincere and friendly manner.
- Built relationships with customers to increase likelihood of repeat business.
- Maintained high standards of customer service during high-volume, fast-paced operations.
- Handled currency and credit transactions quickly and accurately.
- Maintained clean and safe environment.

Crew Leader, 01/2013 to 02/2014

The AGA Group Incorporated – Columbus, OH

- Manage a group of 5-7 people daily.
- Lead morning motivation meetings.
- Provided coaching, mentoring, and consultation to staff to enhance staff development.
- Reviewed daily inventory and recorded facility needs.
- Obtained documents, clearances, certificates and approvals from local, state and federal agencies.
- Prepared clean sales slips and sales contracts.
- Helped customers with questions, problems and complaints in person and via telephone.
- Trained and served as a peer coach for new sales associates.
- Consistently hit and exceeded sales goals.

Lead Server/Bartender, 08/2011 to 09/2013

Sushi Rock – St Columbus, OH

- Assigned patrons to tables suitable for their needs and according to rotation.
- Prepared and served cold drinks.
- Trained new employees Quickly recorded transactions in MICROS system to deliver prompt service.
- Bussed tables, cleared, cleaned and set tables in a quiet and efficient manner.



**Multiple Choice**

- D 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
- A 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

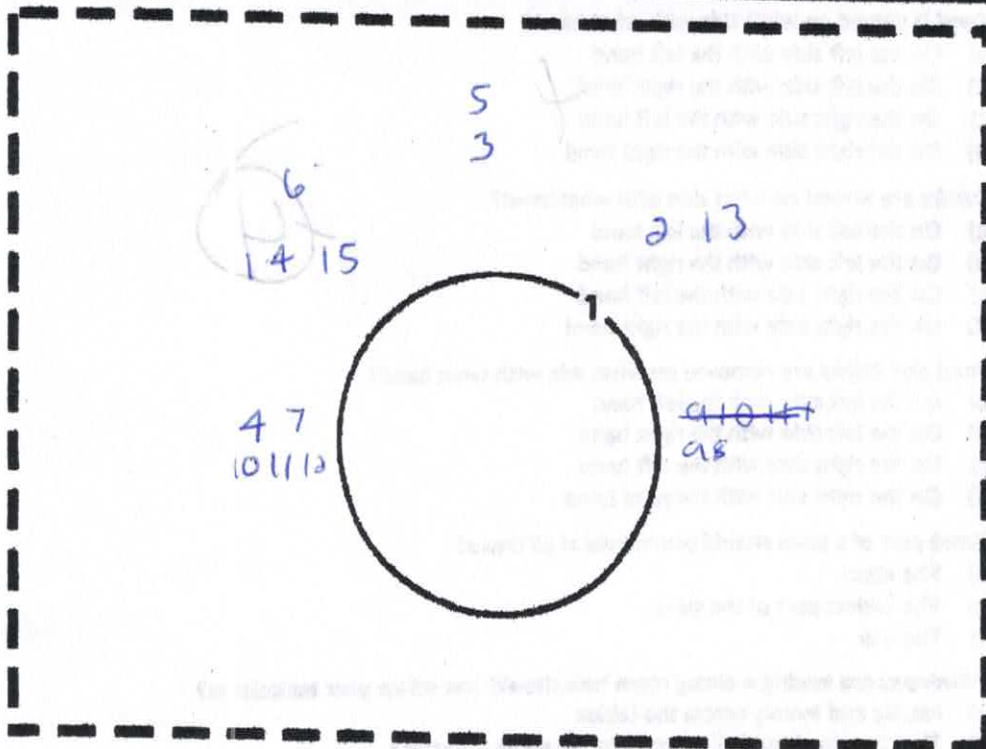
**Match the Correct Vocabulary**

- |                          |                                                                                                                                                                                                               |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <u>D</u> Scullery        | A. Metal buffet device used to keep food warm by heating it over warmed water                                                                                                                                 |
| <u>A</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>E</u> Chaffing Dish   | C. Used to hold a large tray on the dining floor                                                                                                                                                              |
| <u>B</u> French Passing  | D. Area for dirty dishware and glasses                                                                                                                                                                        |
| <u>G</u> Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored                                                                                                                     |
| <u>P</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 Brian Rogers

## 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 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Coffee/tea service / half & half / spoon
- Synchronized service is when: we all buss and serve at the same time
- What is generally indicated on the name placard other than the name? Occupation or company name
- The Protein on a plate is typically served at what hour on the clock? 6 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? 1st chef or head server know