

# Acrobat

outsourcing

Your Hospitality Staffing Professionals  
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## Working Experience:

Company Name: Andrethi indoor karting & games.  
Dates of Employment: Aug 2017 - Feb 2018.

Job Responsibility:

- Receptionist.
- Cashier.
- Server
- Bartender

Company Name: Hughes place  
Dates of Employment: May 2013 - Feb 2018.

Job Responsibility:

- Front Desk Agent
- Cook
- Bartender.
- House keeping.

Company Name: Hello Florida transportation.  
Dates of Employment: Aug 2014 - Sep 2017.

Job Responsibility:

- Transport Customer Service
- Field operator.
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## Skills








- Training in Microsoft, Miccos; Pos System.
- Serving training.
- Speak two languages.



**Multiple Choice**

- A 1) Food is served on what side with what hand?
- On the left side with the left hand
  - On the left side with the right hand
  - On the right side with the left hand
  - On the right side with the right hand
- A 2) Drinks are served on what side with what hand?
- On the left side with the left hand
  - On the left side with the right hand
  - On the right side with the left hand
  - On the right side with the right hand
- D 3) Food and drinks are removed on what side with what hand?
- On the left side with the left hand
  - On the left side with the right hand
  - On the right side with the left hand
  - On the right side with the right hand
- A 4) What part of a glass should you handle at all times?
- The stem
  - The widest part of the glass
  - The top
- D 5) When you are setting a dining room how should you set up your tablecloths?
- Neatly and evenly across the tables
  - The creases should all be going in the same directions
  - The chairs should be centered and gently touching the table cloth
  - All of the above
- D 6) If you bring the wrong entrée to a guest what should you do?
- Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
  - Inform the guests that you will bring the correct entrée once everyone else in the dining room is served
  - Try to convince the guests to eat what you brought them
  - 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**

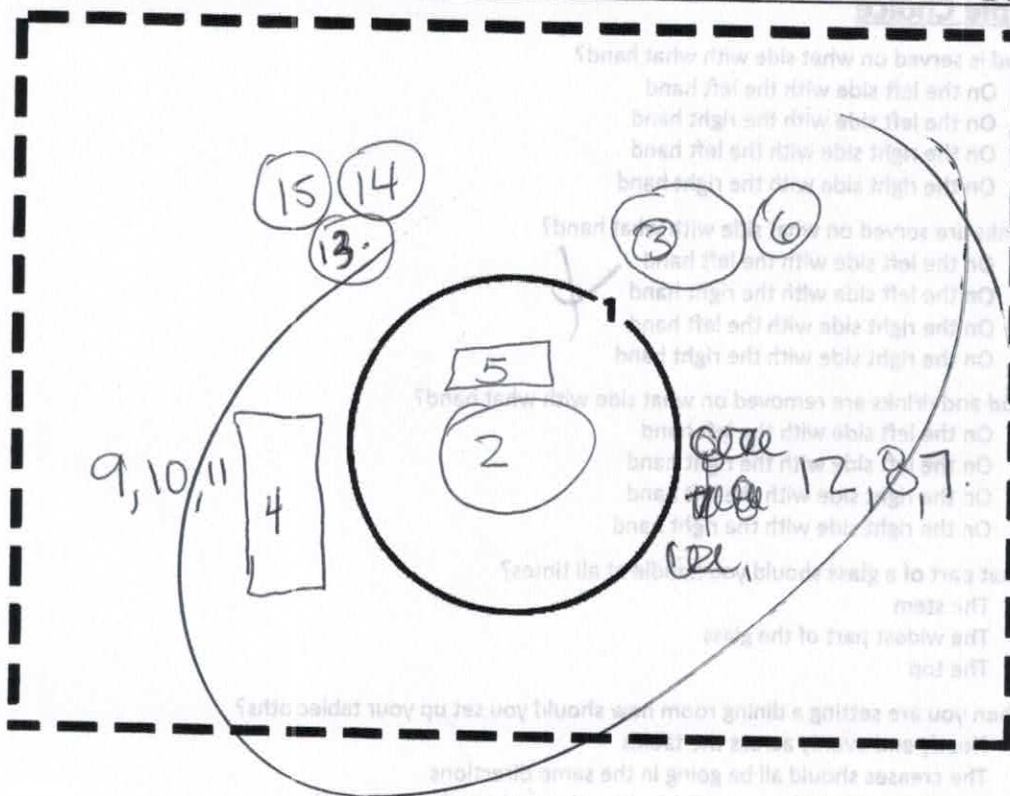
- |  |   |
|--|---|
| <u>A</u>  Scullery        | A. Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>B</u>  Queen Mary      | B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron) |
| <u>C</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>E</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>D</u>  Tray Jack       | G. Style of dining in which the courses come out one at a time  |



Name Louisa Nery

# 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 3 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? water
- Synchronized service is when: \_\_\_\_\_
- What is generally indicated on the name placard other than the name? Table number
- The Protein on a plate is typically served at what hour on the clock? \_\_\_\_\_
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? inform the expeditor

**Cashier Test**

**Score / 15**

B

- 1) A roll of quarters is worth?
- a) \$5.00
  - b) \$10.00
  - c) \$15.00
  - d) \$20.00

A

- 2) A roll of dimes is worth?
- a) \$5.00
  - b) \$4.00
  - c) \$3.00
  - d) \$2.00

D

- 3) A roll of nickels is worth?
- a) \$8.00
  - b) \$6.00
  - c) \$4.00
  - d) \$2.00

C

- 4) A roll of pennies is worth?
- a) \$1.00
  - b) \$0.75
  - c) \$0.50
  - d) \$0.25

C

- 5) What does POS stand for?
- a) Patience over standards
  - b) Percentage of sales
  - c) Point of sales
  - d) People over service

7.6%

- 6) What is the current sales tax rate in your city 7.6%

C

- 7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?
- a) \$4.06
  - b) \$2.06
  - c) \$7.06
  - d) \$5.06

B

- 8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?
- a) \$19.50
  - b) \$14.50
  - c) \$9.50
  - d) \$4.50

D

- 9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?
- a) \$6.00
  - b) \$8.00
  - c) \$10.00
  - d) \$12.00

A

- 10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?
- a) \$78.50
  - b) \$58.50
  - c) \$38.50
  - d) \$28.50

**Cashier Test**

**Score / 15**

A

- 11) Counterfeit pens should be used on which three denominations?
- a) \$20, \$50, \$100
  - b) \$10, \$20, \$50
  - c) \$5, \$50, \$100
  - d) \$10, \$20, \$50

B

- 12) How many times should you count change when giving it to the customer?
- a) one
  - b) two
  - c) three
  - d) no need to count

**Question & Answer:**

- 13) What is the minimum age for legal alcohol purchases?

21

- 14) What are the acceptable forms of ID for alcohol purchases?

Drivers licenses / State ID / Passport

- 15) How many \$20 bills are in a bank band?

20