

Name Sabrina Neddle

Servers Test

Score / 35

22

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 dinning 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

E Scullery

f. Metal buffet device used to keep food warm by heating it over warmed water

G 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)

A Chaffing Dish

d. Used to hold a large tray on the dining floor

D French Passing

D. Area for dirty dishware and glasses

B Russian Service

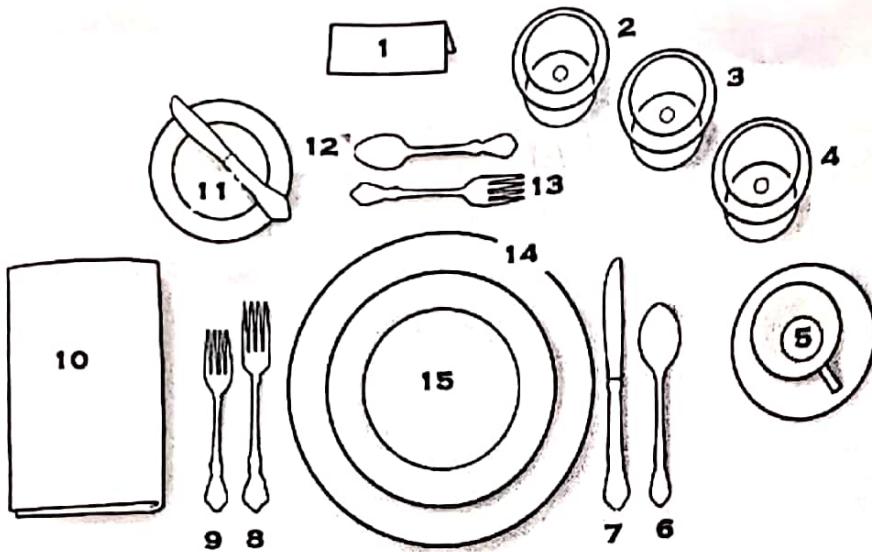
f. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

e. Used to open bottles of wine

C Tray Jack

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



Score / 35

Match the Number to the
Correct Vocabulary

8	Dinner Fork
5	Tea or Coffee Cup and Saucer
7	Dinner Knife
3	Wine Glass (Red)
9	Salad Fork
14	Service Plate
4	Wine Glass (White)

<u>10</u>	Napkin
<u>11</u>	Bread Plate and Knife
<u>1</u>	Name Place Card
<u>12</u>	Teaspoon
<u>13</u>	Dessert Fork
<u>6</u>	Soup Spoon
<u>15</u>	Salad Plate
<u>2</u>	Water Glass

Fill in the Blank

1. The utensils are placed 4 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Sugar and/or cream
3. Synchronized service is when: two people are serving @ once.
4. What is generally indicated on the name placard other than the name? last name or their position
5. The Protein on a plate is typically served at what hour on the clock? 9 o'clock
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian), you should do what immediately? name or show them the items or menu.

Sabrina M. Weddle

- Dishonesty

Summary

I am a dedicated customer service representative in various fields. I am motivated to maintain customer satisfaction and contribute to company success. I pride myself in reliability with strong time management skills and prioritization abilities.

Experience

Recovery Coach at Crestwood Behavioral Health, Inc.

2017-2018

- Ensure the safety of patients as well as staff.
- Data entry on daily activities
- Answer phones, check visitors in & out, file documents, distribute mail

Teller at Wells Fargo

2017

- Greet all guest
- Assist guest with deposits, withdraws, ordering checks, etc.
- Cash handling with +\$10,000
- Data Entry
- Set Appointments with Bankers

Customer Service Representative at US Consumer Attorneys

2016-2017

- Answer all incoming phone calls
- Pull files, make sure they are complete before sending to attorneys
- Call Timeshares if needed
- Mail out any documents, as well as file mail when received
- Data Entry

Retail Sales Representative at Hit Mobile

2015-2016

- Product Knowledge of 40+ phones as well as phone plans
- Up selling
- Cash Handling
- Data Entry

Caregiver at At Your Home Family Care

2014-2016

- Assisting elderly and mental patients with living while in their own home.

Hostess/Server at Olive Garden

2013-2015

- Greet all guest, maintain an accurate wait list, ensure lobby is maintained.
- Taking guest accurate order
- Cash Handling

Education and Training

Castle Park High School

Class of 2012

CPR certified