

Name Ashley DelPizzo

Score 29 / 35

## Servers Test

82%

### 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

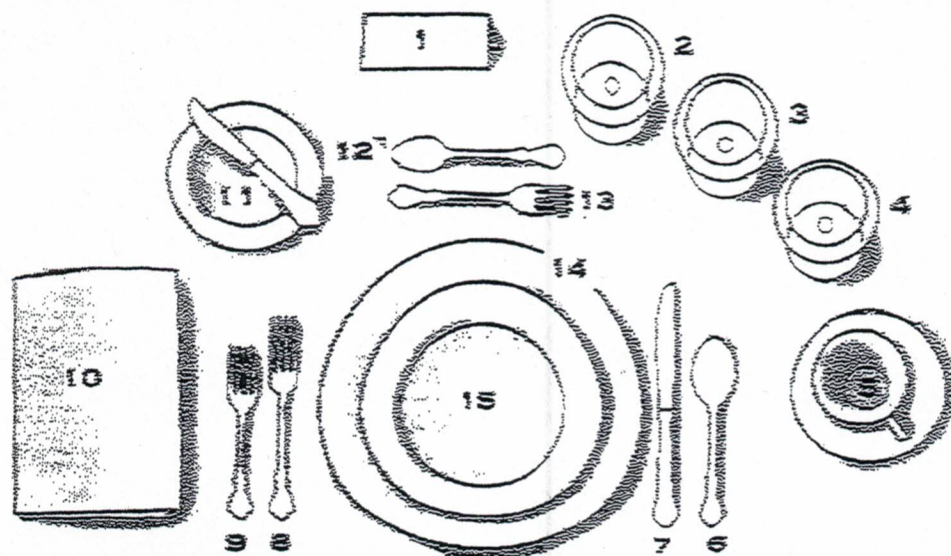
- D Scullery
- E Queen Mary
- A Chaffing Dish
- B French Passing
- G Russian Service
- F Corkscrew
- C Tray Jack

- 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 \_\_\_\_\_

## Servers Test

Score / 35



### Match the Number to the Correct Vocabulary

<u>10</u>	Napkin	<u>8</u>	Dinner Fork
<u>11</u>	Bread Plate and Knife	<u>5</u>	Tea or Coffee Cup and Saucer
<u>1</u>	Name Place Card	<u>7</u>	Dinner Knife
<u>12</u>	Teaspoon	<u>3x</u>	Wine Glass (Red)
<u>13</u>	Dessert Fork	<u>9</u>	Salad Fork
<u>6</u>	Soup Spoon	<u>14</u>	Service Plate
<u>15</u>	Salad Plate	<u>2x</u>	Wine Glass (White)
<u>4</u>	Water Glass		

### 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? Sugar & Cream
- Synchronized service is when: all ~~entire~~ food comes at same time
- 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? 12:00
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
alert the kitchen



# Ashley Del Pizzo

Ashleydelpizzo@yahoo.com

## Objective

To bring a warm professionalism to the work place with great customer service, punctuality, product knowledge, and by being a team player.

## Summary

Over ten years experience working in customer service.

Food handler's license.

Two years experience in supervisor position.

Over five years serving and hosting experience.

## Experience

Trader Joe's-Section Leader, October 2017-Present  
Order and organize flower section of store, customer service

Big Gay Ice Cream-Supervisor/Key Holder, March 2016-April 2018  
Open/close store, count safe and deposit checks, delegate duties, regular cleaning

Star Catering-Staff, October 2015-December 2017

Massage Envy- Sales Associate, April 2015-June 2016  
Key holder, deposit checks, sell memberships, schedule appointments, customer service

Alice's Tea Cup-Hostess/Server, October 2010-January 2015  
Trained new employees, open restaurant, serve tables

## Education

William Esper Studio- Graduated 2013 with acting certificate

Raritan Valley College-Graduated 2010 with AA in English and Theatre

## Skills

Acting trained, great customer service, can balance full tray, decision making, team player