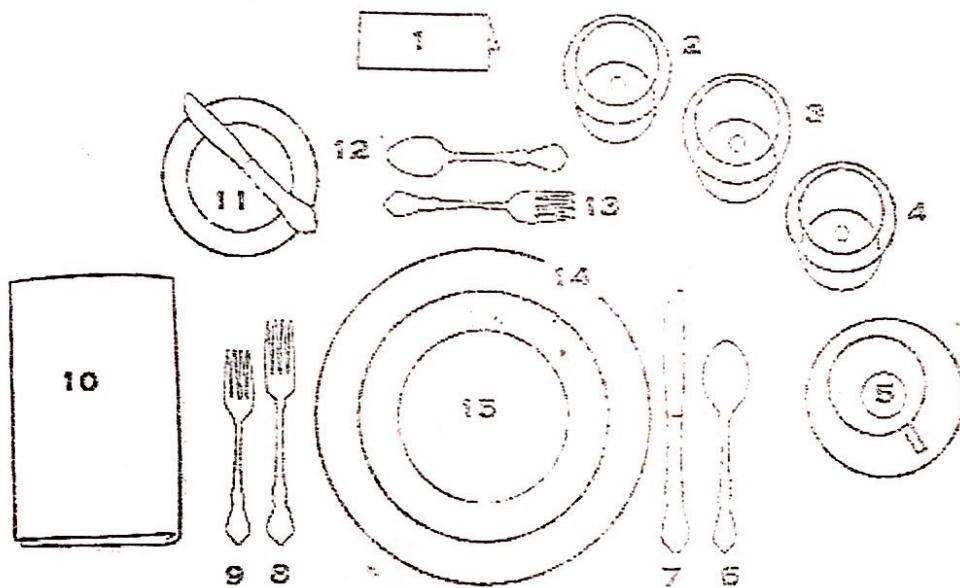


Name DIANNE LUISE
Score 20/35

Servers Test

57%



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>6</u>	Teaspoon	<u>3</u>	Wine Glass (Red)
<u>9</u>	Dessert Fork	<u>13</u>	Salad Fork
<u>12</u>	Soup Spoon	<u>14</u>	Service Plate
<u>15</u>	Salad Plate	<u>2</u>	Wine Glass (White)
<u>4</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? cream & sugar, napkin
3. Synchronized service is when: everything is going in order.
4. What is generally indicated on the name placard other than the name? which Table he is at!
5. The Protein on a plate is typically served at what hour on the clock? Dinner
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? special order on meal, make sure cook knows!

Multiple Choice

A

- 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

A ~~AB~~

- 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

AB

- 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

D

- 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

D Scullery

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

B 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

- C. Used to hold a large tray on the dining floor

G French Passing

- D. Area for dirty dishware and glasses

E Russian Service

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

F Corkscrew

- F. Used to open bottles of wine

C Tray Jack

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

Dianne Luine

Redlands

Redlands, CA

dianneluine19643_sdp@indeedemail.com

9092839950

Authorized to work in the US for any employer

Work Experience

Clerk/Cashier

riteaid drug store - Beaumont, CA

June 2017 to Present

I enjoyed myself very much being a server at IHOP and Dennys, I would love to work as a server again!

Overnight Stocker

Babies R Us/ Toy R Us - Redlands, CA

September 2017 to February 2018

Unload and unpack merchandise and also clearance any old merchandise, clean!

Server/Cashier

Elephant Bar Restaurant - San Bernardino County, CA

December 2013 to December 2015

Providing excellent customer service, seating customers, taking orders, bring ordered dishes to customers, preparing foods and drinks, cleaning, Stocking, taking phone orders, opening and closing the restaurant

Server/Hostess

Aria Restaurant and Lounge - Upland, CA

June 2010 to September 2013

Provide excellent customer service, take orders, bring orders to customers, Register duties of all kind, Cleaning, Stocking, and preparing foods, Open and close Restaurant!

Server

Dennys

January 2009 to January 2011

To greet guests show them to their table promptly take beverage order, ask for orders, repeat to ensure accuracy! Cash them out when done, clean, stock, phone orders

Sales Associate

Suzie's Deals - Redlands, CA

April 2009 to May 2010

Provide excellent customer service, cash register, phone orders, lock up and open store! Stocking

Server

Ihop - Redlands, CA
February 2007 to March 2008

Greet guests, seat guests, go over menu and repeat the customers order to ensure accuracy, phone orders, clean, stock

Sales Associate/Cashier

Mervyns - Redlands, CA
January 2003 to February 2008

Excellent customer service, cash register, layaway, gift wrap, working in every department, able to place phone orders, stocking

Education

High School Diploma in Business

Seaholm - Birmingham, MI
1979 to 1982

Skills

Restaurant, retail

Certifications/Licenses

Redlands Adult School

January 1992 to Present
Clerical office skills, and medical terminology, also CPR

Additional Information

My phone number is, 9092839950