

# Jeannie Ternyila

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## Objective

To work with a team of energetic individuals while bringing maximum utility and creativity and staying in perpetual growth.

## Professional Summary

Service oriented and motivated individual with 25+ year background in personal development.

Core competencies include efficiency, decision making, and accountability.

Excellent communication and time management skills.

Handles tasks with accuracy and efficiency.

## Skills

- Speaking
- Active listening
- Service orientation and social perceptiveness
- Customer and personal service

## Experience

Bird Rides, Inc. Field Operations Manager

Oct 2018-Dec 2018

- Manage zones of densely populated scooters
- Constant interaction with off-site management regarding immediate problem solving
- Train new employees in application technology

Kiva/McAlister Liaison

Jun 2018-Oct 2018

- Navigate communication between staff, clients, and visitors
- Schedule and confirm appointments
- Manage projects and delegate basic responsibilities

Culinary Arts Program Teaching Assistant

Jun 2017-Jun 2018

- Oversee students in all aspects of front and back of house operations
- Coordinate class times and special events
- Establish work safety procedures

Personal Trainer/Yoga Teacher, Fitness Elite

Mar 1995-Nov 2015

- Worked with all levels of ability to assess and manage goals
- Organized and developed policies regarding maximum performance
- One-on-one or large contract groups on retreat

**Multiple Choice**

26

- 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
- c 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
- 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

E Queen Mary

A Chaffing Dish

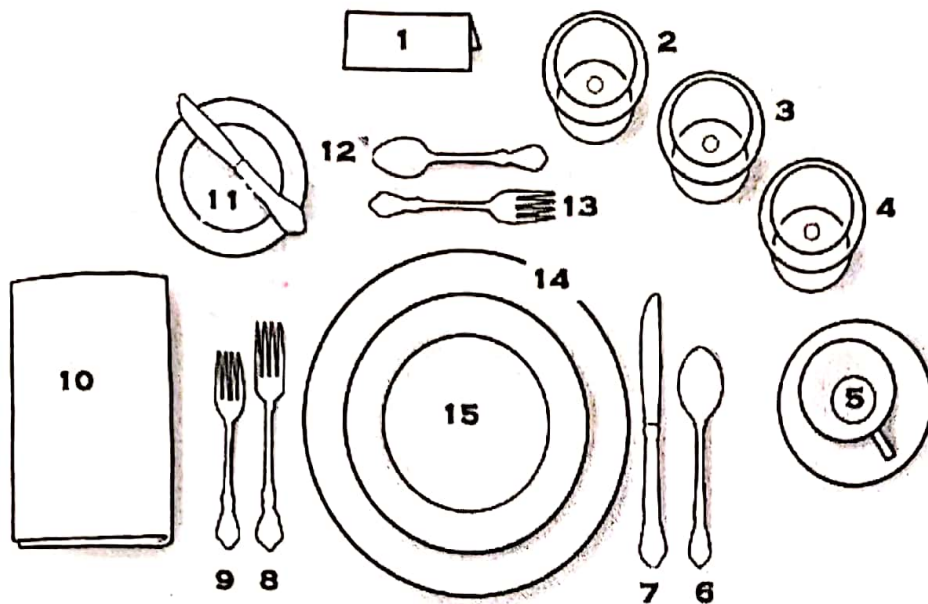
G French Passing

B 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



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
- 2 Wine Glass (White)

- 10 Napkin
- 11 Bread Plate and Knife
- 1 Name Place Card
- 6 Teaspoon
- 13 Dessert Fork
- 12 Soup Spoon
- 15 Salad Plate
- 4 Water Glass

### Fill in the Blank

1. The utensils are placed 3/4 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? creamers/sugar/sugar sub.
3. Synchronized service is when: everyone is served simultaneously in D.R.
4. What is generally indicated on the name placard other than the name? Company
5. The Protein on a plate is typically served at what hour on the clock? 5-6
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
consult with chef

**Multiple Choice (1 point each)**

- d 1) A gallon is equal to \_\_\_\_\_ ounces
  - a. 56
  - b. 145
  - c. 32
  - d. 128
- c 2) Mesclun are what type of vegetable?
  - a. Roots
  - b. Beans
  - c. Salad Greens
  - d. Spices
- b 3) What does the term braise mean?
  - a. Sear quickly on both sides
  - b. Slowly cook in covered pan with little liquid
  - c. Cook on high heat and quickly
  - d. Slowly cook in simmering water
- b 4) At what internal temperature must chicken be cooked so that it is safe to eat?
  - a. 155 degrees F
  - b. 165 degrees F
  - c. 175 degrees F
  - d. 185 degrees F
- a 5) How do you blanch vegetables?
  - a. Immerse for a short time in boiling water
  - b. Cook lightly in butter over med heat
  - c. Soak in cold water overnight
  - d. Rub with salt before cooking
- c 6) Which of the following ingredients would you pack before measuring?
  - a. Olive Oil
  - b. Salt
  - c. Brown Sugar
  - d. White Sugar
- a 7) What is Al Dente?
  - a. Firm but not hard
  - b. Soft to the touch
  - c. Very hard
  - d. Very soft
- b 8) Food should be left out no more than
  - a. 2 hours
  - b. 3 hours
  - c. 4 hours
  - d. 5 hours



## Prep Cooks Test

- C 9) Which is the improper way to thaw frozen food?
- a. In the fridge
  - b. In a sink with cold water
  - c. On the counter
  - d. In the microwave
- b 10) Which of the following can you use to put out a grease fire?
- a. Baking Soda
  - b. Baking Powder
  - c. Flour
  - d. Water
- a 11) What is the temperature range of the danger zone?
- a. 25-135
  - b. 40-140
  - c. 50-160
  - d. 30-130
- b 12) Which of the following is listed from smallest to largest?
- a. Dice, chop, mince
  - b. Mince, chop, dice
  - c. Chop, dice, Mince
  - d. Mince, dice, chop
- C 13) Which direction should pan handles be turned while cooking on the stove?
- a. Over the fire at all times
  - b. Turned towards you for better control
  - c. Turned towards the right or left at all times
  - d. Over the countertop at all times
- C 14) When you poach something, you cook it with what?
- a. Noodles
  - b. Vegetables
  - c. Liquid
  - d. Oil
- C 15) Which spoon is used to remove fat from soups and stews?
- a. Basting Spoon
  - b. Ladle
  - c. Slotted Spoon
  - d. Portion Spoon
- b 16) Which of the following means to cook in a small amount of fat?
- a. Season
  - b. Sauté
  - c. Broil
  - d. Boil
  - e. Fry

## Prep Cooks Test

- b 17) What is a Julien cut?
- a. Food cut into long thin strips, matchstick
  - b. Food cut into long thin strips then turned and cut into a 1/8' dice
  - c. Food diced into finely chopped and uniform pieces
  - d. Cutting and peeling into oblong seven sided football like shapes
- a 18) To cook a food in a pan without browning over low heat until the item softens and releases moisture.
- a. Sweat
  - b. Boil
  - c. Roast
  - d. Grill

Fill-in the Blank (1 point each)

- 19) Thyme & Chervil are the basic seasoning ingredients for all savory recipes.
- 20) Chop: to cut into very small pieces when uniformity of size and shape is not important.