

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

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

D Russian Service

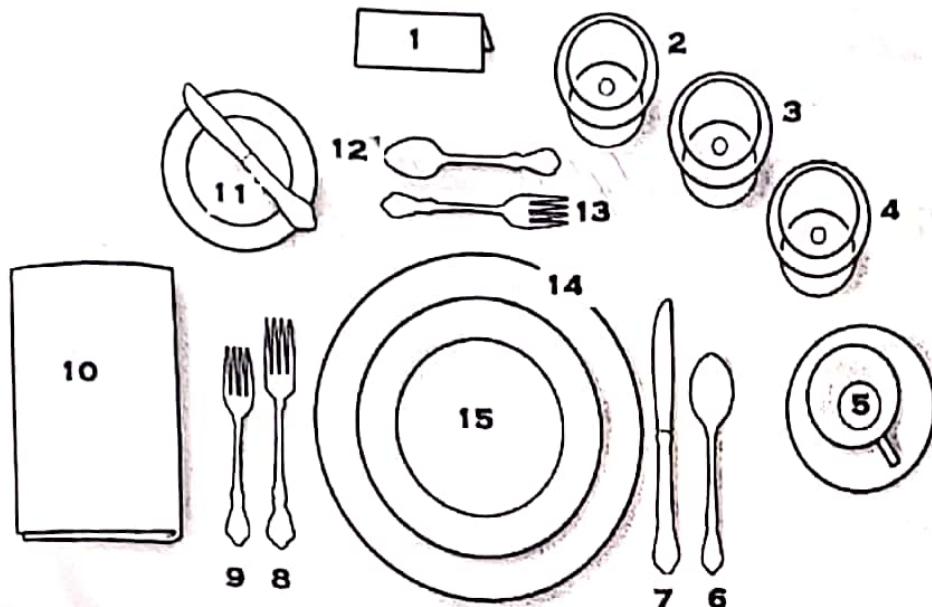
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

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



Score 135

Match the Number to the Correct Vocabulary

<u>10</u>	Napkin
<u>14</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>11</u>	Salad Plate
<u>4</u>	Water Glass
<u>2</u>	Dinner Fork
<u>3</u>	Tea or Coffee Cup and Saucer
<u>7</u>	Dinner Knife
<u>5</u>	Wine Glass (Red)
<u>9</u>	Salad Fork
<u>8</u>	Service Plate
<u>15</u>	Wine Glass (White)

<u>10</u>	Napkin
<u>14</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>11</u>	Salad Plate
<u>4</u>	Water Glass

Fill in the Blank

1. The utensils are placed left inch(es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? ?
3. Synchronized service is when: ?
4. What is generally indicated on the name placard other than the name? ?
5. The Protein on a plate is typically served at what hour on the clock? three o'clock
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? ?

# Tyiebbe Wells

**Sales Representative/Recruiter/ Marketing - Jupiter Marketing Inc**  
San Diego, CA 92101

wellstylebbe@gmail.com  
(619) 481-7326

Willing to relocate to: Seattle, WA - Las Vegas, NV - Washington, DC  
Authorized to work in the US for any employer

## Work Experience

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### **Sales Representative/Recruiter/ Marketing**

Jupiter Marketing Inc - San Diego, CA  
April 2014 to January 2018

- Customer service
- Telecommunications Sales
- Loan Processor
- financial accounting
- Recruiting and training / Manage employees
- business transactions
- Salesforce/ Real Page Property Mgmt CRM
- B2B sales /inside sales
- Self motivated
- Structure
- Detailed oriented
- CGM phone sales database
- Door to door sales for SDGE low income sales, going to low income housing residents .
- Low income home energy assistance program

### **Night auditor**

Golden West Hotel - San Diego, CA  
May 2014 to June 2016

- Process customers in database using excel and Microsoft and excel to track customers .
- Prepare guest bills for the next month and process reservations for new customers.
- Respond to guest inquiries and resolve complaints.
- Reconciling daily activities and closing accounts in preparation for the next day. Handle cash transactions, deposit cash in vault.
- PBX Operator / Monitor CCTV cameras
- 400 customers / Prepare Rental agreements/ Sort mail and delivers
- 85,000 monthly balance deposited/ Contract administration
- Low monthly ( SRO) Transitional Housing program
- Social Security Disability (SSDI) and Supplement income ( SSI) for low income residents for Transitional hotel housing program to pay they rent per month .

### **Security guard/ Receptionist**

Universal Protection Security - San Diego, CA

San Diego Community College District

## Skills

Receptionist, Accounting, CRM, Customer Service, Networking, Billing, Cash register, Cash handling, PowerPoint, Sales, Marketing, Business Development, Customer Relationship Management, Recruiting, Data entry, Money Management, Microsoft excel, Promotional Sales, Accounts Receivable, PBX, Front desk agent, Research, Relationship Management, Client Relations, Contract Administration, brand ambassador

## Certifications/Licenses

### **Seller/server certification**

March 2018 to February 2020

License CA11937

### **Food Handler Card**

September 2018 to September 2021

License number : F78853

## Additional Information

### SKILLS

CRM (2 years), Marketing (2 years), Financial accounting (2 years), Excel (2 years), Customer Service (3 years), Customer Relations (2 years), Microsoft office (2 years), Recruiting (2 years), Accounting (1 year), Administrative Skills (3 years), Night audit (2 years)

February 2013 to June 2014

- Answering incoming calls multi-line telephone, scheduling appointments
- Data Entry and operate switchboard, faxing
- Resolve complaints from clients and customers
- Hands-on experience in receiving, sorting and routing mail
- Monitor visitor access and issues passes

### **Custodian**

San Diego Community College District - San Diego, CA

2007 to 2008

Strip and clean, buff and apply floor sealer and floor finish to hard surfaces floors, vacuum and shampoo carpets.

- Gather and empty trash.
- Follow procedures for the use of chemical cleaners and power equipment to prevent damage floors and fixtures.
- Clean and sanitize restrooms and bathrooms using establish practices and procedure
- Assist with the setup and of facilities for meetings, classrooms and conferences, events, etc.
- Move furniture, equipment, supplies and tools on incidental basis.
- Notify managers concerning the need of major repairs or additions to building operation system.

### **Administrative Assistant**

San Diego Job Corp of California

2004 to 2006

Answer phone calls and direct calls to appreciate parties to messages

- File and retrieve corporate documents records and reports
- In charge of managing inventory of assets of supplies, monitoring, critical level stocks, sourcing for suppliers, submitting invoices.
- Sending faxes.

### Cadet Specialist

California Conservation Corp

- 2002 -- 2004
- Land maintenance
- Emergency response to natural disaster
- Environmental conversation
- Construction and roadside maintenance in urbanized regions
- Trial maintenance
- Riparian zone restoration
- Collaborate with law enforcement.

### Education

Mike Russ Financial Training Center Inc  
2014

San Diego Community College District

## Skills

Receptionist, Accounting, CRM, Customer Service, Networking, Billing, Cash register, Cash handling, PowerPoint, Sales, Marketing, Business Development, Customer Relationship Management, Recruiting, Data entry, Money Management, Microsoft excel, Promotional Sales, Accounts Receivable, PBX, Front desk agent, Research, Relationship Management, Client Relations, Contract Administration, brand ambassador

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