

Name Tyler Wells
Servers Test

Score / 35

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 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

E Scullery

D Queen Mary

A Chaffing Dish

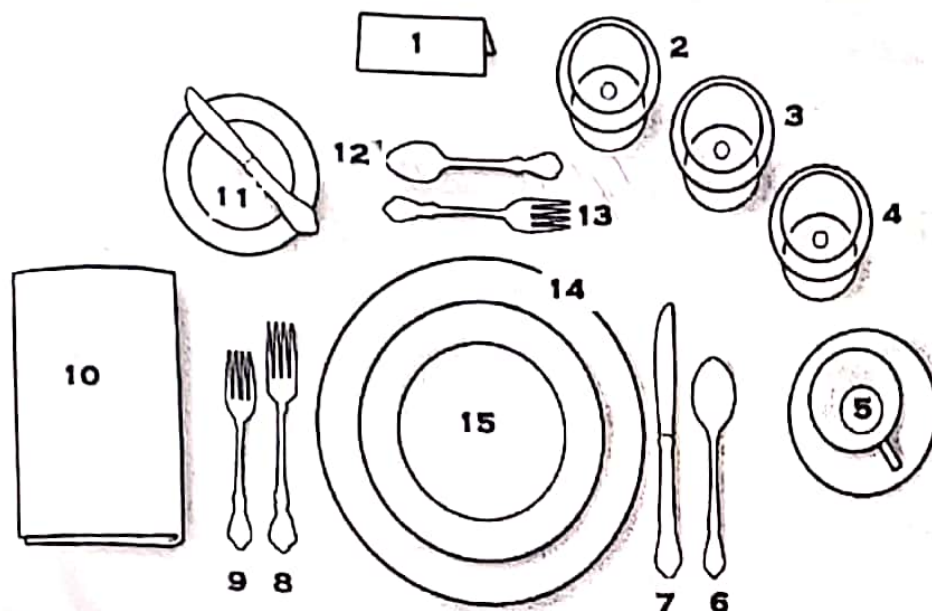
G French Passing

D 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
- 2 Tea or Coffee Cup and Saucer
- 11 Dinner Knife
- 2 Wine Glass (Red)
- 9 Salad Fork
- 15 Service Plate
- 3 Wine Glass (White)

- 10 Napkin
- 14 Bread Plate and Knife
- 1 Name Place Card
- 12 Teaspoon
- 13 Dessert Fork
- 6 Soup Spoon
- 11 Salad Plate
- 4 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? 2
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 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

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(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

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 year)

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

Insurance C-
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lic
S
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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