

Acrobat

outsourcing

Your Hospitality Staffing Professionals
665 Third St., Suite 415 • San Francisco, CA 94107

First and Last Name: Shannon Kobe
Email: S.Kobe@aaim.com
Phone number: 619 519 4740

Working Experience:

Company Name: Sanibel Captiva Beach Resorts
Dates of Employment: June 2015 - May 2016

Job Responsibility:

- - Hosting/seating tables, answering phone
- - serving-taking orders, serving food
- - bartending

Company Name: The Bubble Room
Dates of Employment: Oct 2015 - June 2016

Job Responsibility:

- - Hosting
- - Making reservations
- - Answering phone calls

Company Name: _____

Dates of Employment: _____

Job Responsibility:

- -
- -
- -
- -

Skills

- - Hosting/cashier
- - serving food and drinks

Name Shannon Kone

Servers Test

Score / 35

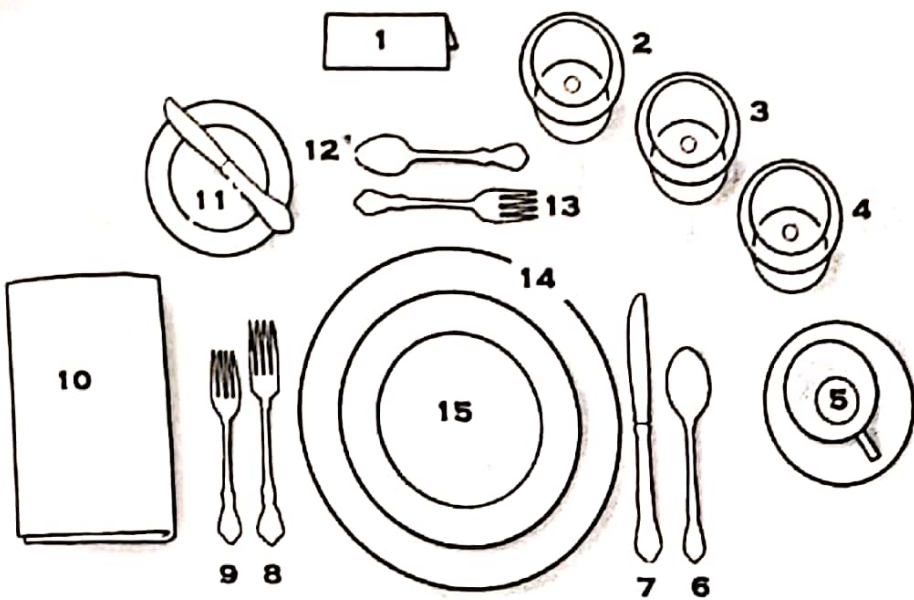
Multiple Choice

- 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
- 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
- c 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
- b 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
- a 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

- | | |
|--------------------------|---|
| <u>A</u> Scullery | X Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> Queen Mary | X 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) |
| <u>D</u> Chaffing Dish | X Used to hold a large tray on the dining floor |
| <u>G</u> French Passing | D. Area for dirty dishware and glasses |
| <u>B</u> Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | X Used to open bottles of wine |
| <u>C</u> Tray Jack | X 6. Style of dining in which the courses come out one at a time |

Employee Name: _____
Start Date: _____



Score / 35

Match the Number to the Correct Vocabulary

- | | |
|----|------------------------------|
| 6 | Dinner Fork |
| 11 | Tea or Coffee Cup and Saucer |
| 10 | Dinner Knife |
| 7 | Wine Glass (Red) |
| 12 | Salad Fork |
| 14 | Service Plate |
| 15 | Wine Glass (White) |

- | | |
|---|-----------------------|
| 1 | Napkin |
| 2 | Bread Plate and Knife |
| 3 | Name Place Card |
| 4 | Teaspoon |
| 5 | Dessert Fork |
| 6 | Soup Spoon |
| 7 | Salad Plate |
| 8 | Water Glass |

Fill in the Blank

- The utensils are placed 10 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? milk, sugar, creamer
- Synchronized service is when: appropriately timed
- 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? _____
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? talk to chef