

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
- d 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
- 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
- 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

C Scullery

E Queen Mary

A Chaffing Dish

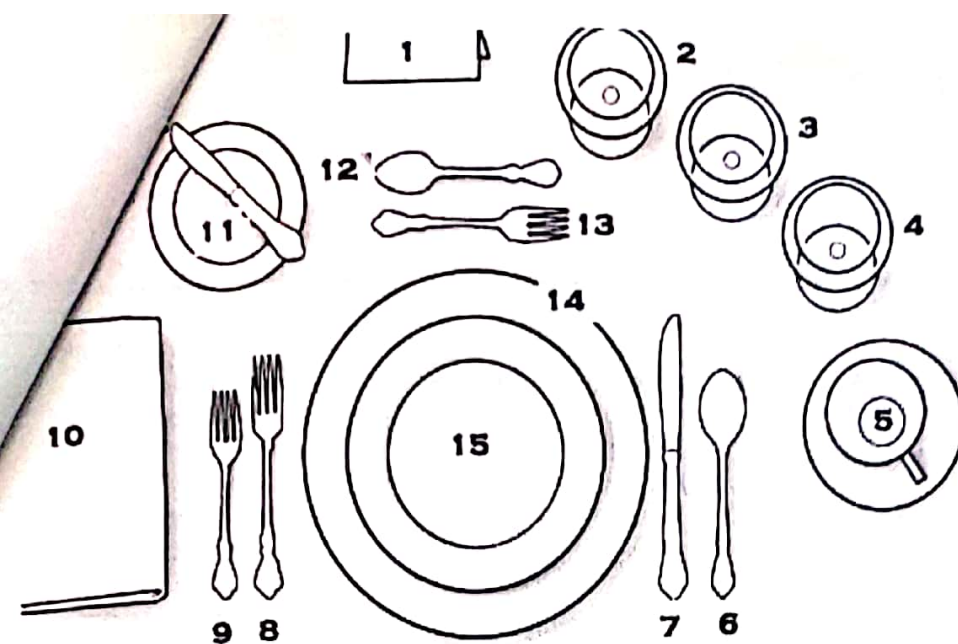
B French Passing

G Russian Service

F Corkscrew

D 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

- 9 Dinner Fork
5 Tea or Coffee Cup and Saucer
7 Dinner Knife
4 Wine Glass (Red)
8 Salad Fork
14 Service Plate
3 Wine Glass (White)

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

Fill in the Blank

- The utensils are placed 4 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? teaspoon, honey, teacup
- Synchronized service is when: all plates go out at same time
- What is generally indicated on the name placard other than the name? meal choice
- The Protein on a plate is typically served at what hour on the clock? 12 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
let the kitchen staff know immediately

Maira Moreno

San Diego, CA

(619) 930-3104

mairamoreno1992@gmail.com

PROFESSIONAL PROFILE

Maira Moreno is experienced as a customer care specialist, with extensive knowledge, experience & consistently high performance that help exceed customer services & ensures customer/client satisfaction. Maira's most recent experience in customer service arena has been in the service industry, which has helped better develop her business acumen, process efficiency, mentoring style & compliance adherence. Maira's diverse background in customer service has helped earn recognition and increased leadership duties that have assisted in her progression into various leadership roles during her work history. Maira is a complete team player with great energy, drive & customer service expertise that have contributed to company growth & personal development. Maira's willingness to think outside the box, problem solve real time scenarios & drive for continual process improvement has helped elevate her work performance to produce high quality service and recognitions from multiple sets management during her career.

EMPLOYER HISTORY

Kura Revolving Sushi *Server and cook* August 2016 – Present San Diego

- (FOH) Resolved complex issues in a timely manner at a very fast paced environment.
- Greeted guests sat them and checked them out
- Provided guests with beverages and other needs
- Served alcohol to guests with valid ID
- Utilized POS systems properly to check customer out according to their orders, split checks, and adjust tips
- Followed daily established business practices for efficient customer service
- Bussing, cleaning and wiping tables for next guest
- (BOH) cooked foods according to restaurant standards in a timely manner
- Daily food prep (cutting, chopping, and measuring up to company standards)

Raki Raki Ramen & Tsukemen *Sous Chef - host* August 2017 – March 2018 San Diego, CA

- Handled back & front of the house guest services with high customer relations & guest satisfaction.
- Trained new staff members on back of the house policies, procedures & point of service efficiency.
- Resolved guest issues, complaints or problems effectively by listening to the concern and ensuring repeat business solutions.
- Prepared menus for future seasonal specials, based on local products, guest suggestions & company collaboration.
- Oversaw inventory management such as dry stock, food, front & back of the house supplies, prepared food stock & accounted for key ingredients

Round Table *Customer Service Specialist* December 2013 – December 2016 Spring Valley, CA

- Led new employee onboarding for procedural and company policy adherence for food handling safety.
- Organized & managed food preparation duties & customer satisfaction for franchise store.
- Evaluated daily and weekly store reports for identification of top selling products.
- Regularly conducted product analysis to identify opportunities & increase customer experience & satisfaction

Elite Security Services *Client Services Coordinator* December 2013 – December 2016 San Diego, CA

- Oversaw end to end event coverage from ticket admission, age verification, event forecasting, seating compliance, appropriate behavior, guest & staff protection and aiding identifying non- valid event tickets or other scams.
- Administered safety compliance for several high-volume clients, events & venues.
- Provided ongoing guest support, before, during & after each event to ensure complete effective event management.
- Maintained company security protocols for several unique events & functions.
- Managed event staffing, employee scheduling, lunch & break adherence, optimal event coverage & effective metric management.
- Accurately validated daily, weekly and monthly reports to analyze shift volume & revenue.
- Successfully completed shift duties accurately including handling large number of guests & ensuring accurate transactional sales.

EDUCATION

San Diego City College
Associates of Arts, Business Management

2016 - 2018

San Diego, CA