

Acrobat

outsourcing

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

First and Last Name: Kala Valleciullo
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Working Experience:

Company Name: The Elan
Dates of Employment: September 2018 - present
Job Responsibility:

- Setting up and cleaning events
- Serving food
- Taking dinner orders

Company Name: PetSmart
Dates of Employment: February 2018 - February 2019
Job Responsibility:

- Care for animals
- Engage with and inform customers
- Assist with register

Company Name: San Carlo
Dates of Employment: _____
Job Responsibility:

- Setting up and cleaning events
- Serving food and drinks
- Taking dinner orders
- Assisting customers

Skills

- Excellent customer service
- Attention to detail
- Positive attitude

Multiple Choice

- A b X 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 C X 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 b X 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

74%

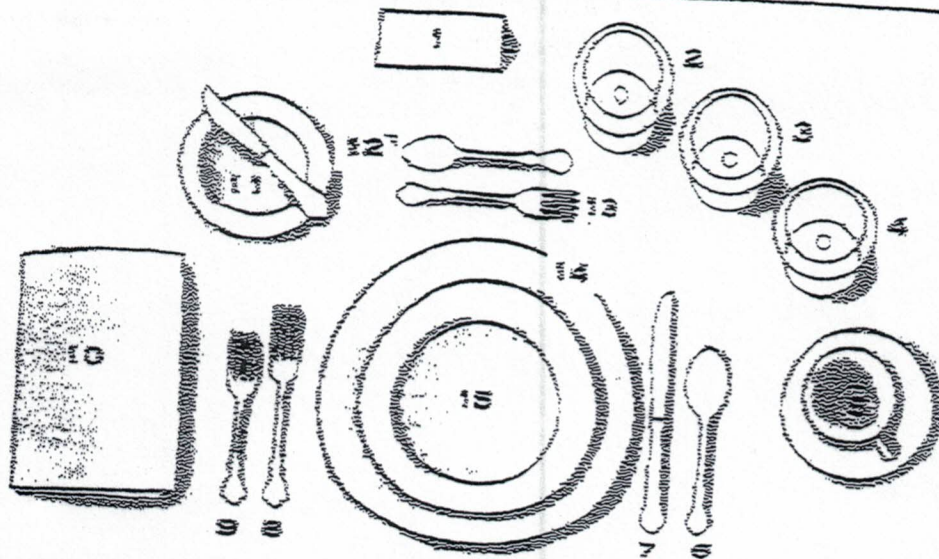
Match the Correct Vocabulary

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

Servers Test

Name Karla Vallecano

Score / 35



Match the Number to the Correct Vocabulary

<u>10</u>	Napkin	<u>8</u>	Dinner Fork
<u>11</u>	Bread Plate and Knife	<u>5</u>	Tea or Coffee Cup and Saucer
<u>1</u>	Name Place Card	<u>7</u>	Dinner Knife
<u>12</u>	Teaspoon	<u>3x</u>	Wine Glass (Red)
<u>13</u>	Dessert Fork	<u>9</u>	Salad Fork
<u>6</u>	Soup Spoon	<u>14</u>	Service Plate
<u>15</u>	Salad Plate	<u>4x</u>	Wine Glass (White)
<u>2x</u>	Water Glass		

Fill in the Blank

- The utensils are placed 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? sugar and milk
- Synchronized service is when: meals served at once
- 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? Le
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
talk to the chef