

Rec'd
5/24

Server

5/24
Email

5/25 L M

5/29
12pm

Kiana Hayes

New Jersey

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Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Fox and Hounds

Edison, NJ

Server

Buffalo Wild Wings

Linden, NJ

June 2015 to October 2017

Making guest drinks and putting orders in .

Education

High school

Skills

Customer Service (6 years)

Multiple Choice

A b

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

100

D c

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

A

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 A

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

D Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

E Gx 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 E French Passing

D. Area for dirty dishware and glasses

B Russian Service

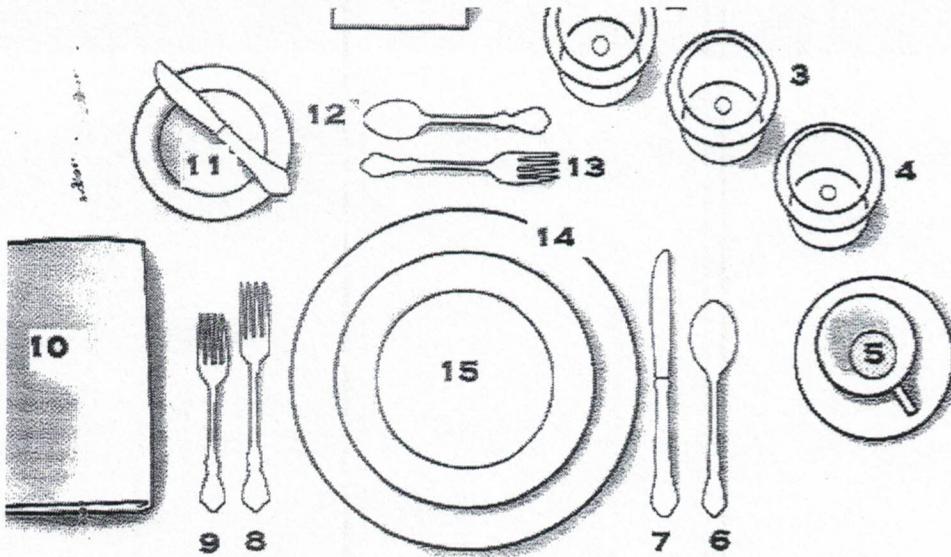
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

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 / 35

Match the Number to the
Correct Vocabulary

| | |
|-----------|------------------------------|
| <u>8</u> | Dinner Fork |
| <u>5</u> | Tea or Coffee Cup and Saucer |
| <u>7</u> | Dinner Knife |
| <u>2</u> | Wine Glass (Red) |
| <u>9</u> | Salad Fork |
| <u>14</u> | Service Plate |
| <u>4</u> | Wine Glass (White) |

| | |
|-----------|-----------------------|
| <u>10</u> | Napkin |
| <u>11</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>15</u> | Salad Plate |
| <u>4</u> | Water Glass |

Fill in the Blank

1. The utensils are placed 1 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Cream | sugar.
3. Synchronized service is when: All plates served at once.
4. What is generally indicated on the name placard other than the name? Table number.
5. The Protein on a plate is typically served at what hour on the clock? 8:10.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Inform the chef.