

Name Chelsea Riley**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

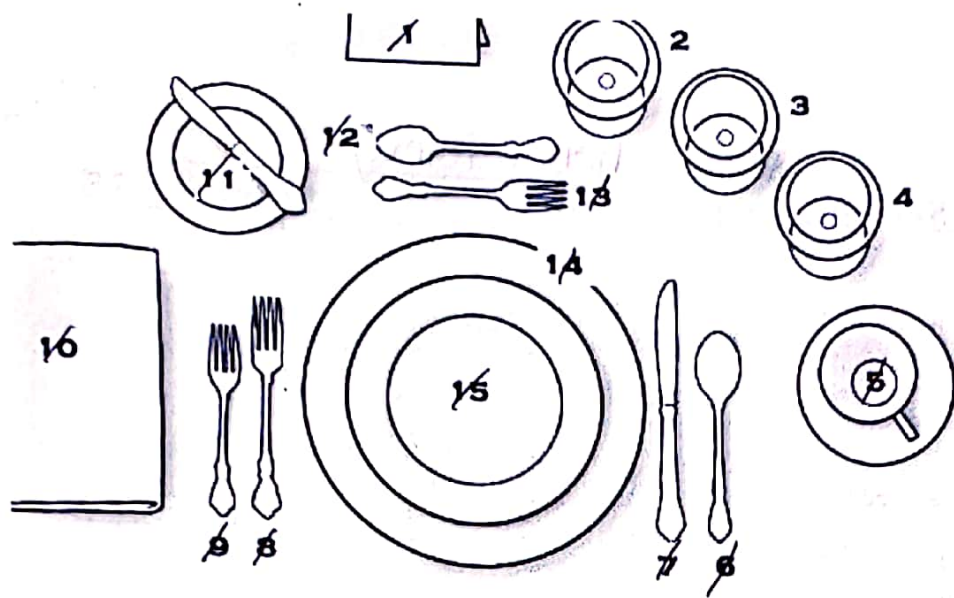
5) When you are setting a dining room how should you set up your tablecloths?

- 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**D SculleryE Queen MaryA Chaffing DishB French PassingG Russian ServiceF CorkscrewC Tray JackA. Metal buffet device used to keep food warm by heating it over warmed waterB. 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 floorD. Area for dirty dishware and glassesE. Large metal shelving unit for prepared food to be held or for dirty trays to be storedF. Used to open bottles of wineG. 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>3</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**

- The utensils are placed 6 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Cream, Sugar
- Synchronized service is when: Servers work together to provide each course to each customer at same time
- What is generally indicated on the name placard other than the name? the main dish requested
- The Protein on a plate is typically served at what hour on the clock? 6 PM
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Inform the chef immediately

## **CHELSEA POLEVY**

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### **EMPLOYMENT HISTORY**

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#### **Cocktail Server**

*Capo Restaurant – Boston, MA*

*2017-2018*

- Served wine, beer, cocktails, and small plates at busy upscale restaurant in downtown Boston
- Made special cocktail suggestions to customers as requested
- Provided assistance to bartenders in cocktail preparations as necessary
- Frequently assisted colleagues during rush period to promote teamwork

#### **Server**

*Sunset Tiki Bar & Grill – Westford, MA*

*2016-2017*

- Provided exceptional service and guest dining experience at unique, fast-paced bar and grill
- Assisted guests in order selection by promoting specific menu items and specials
- Ensured high food and beverage quality at all times
- Regularly worked private parties and species events/group functions

#### **Cashier**

*CVS Pharmacy – Westford, MA*

*2010-2015*

- Provided high quality customer service while handling cash and credit card transactions
- Maintained clean and well-stocked facility at all times

### **EDUCATION**

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**Humboldt State University – Arcata, CA**

MS Student in Natural Resources

Expected Graduation 2020

**University of Massachusetts – Amherst, MA**

BS in Environmental Science

2014

### **CERTIFICATIONS**

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- American Red Cross First Aid/CPR/AED
- OSHA 40-hour HAZWOPER