

**Multiple Choice**

- D 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
- ~~A~~ 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 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

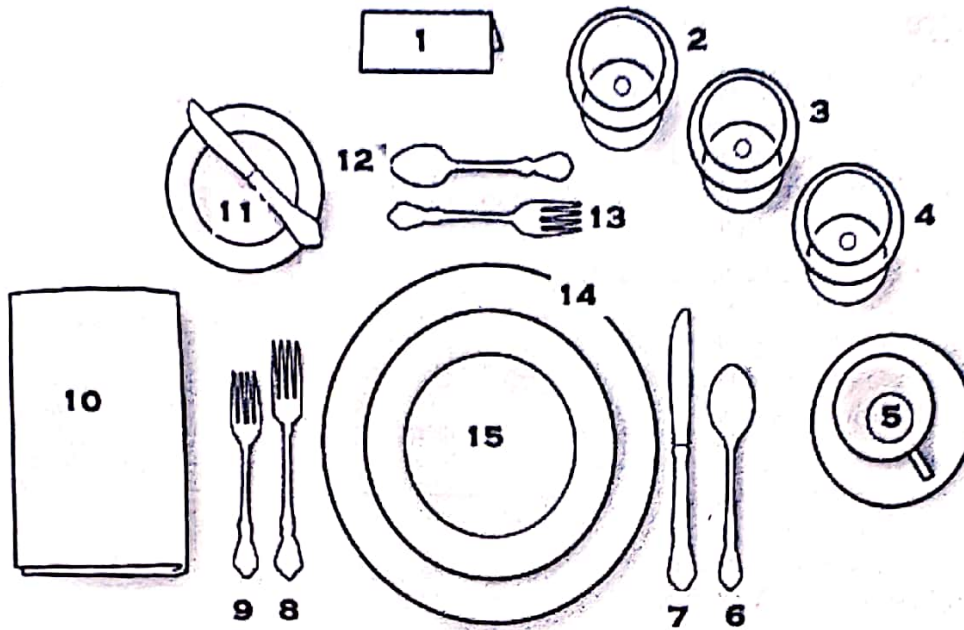
**Match the Correct Vocabulary**

- |                          |   |
|--------------------------|---|
| <u>D</u> Scullery        | <u>A</u> Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>C</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>G</u> French Passing  | <u>D</u> Area for dirty dishware and glasses  |
| <u>B</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>E</u> Tray Jack       | <u>G</u> Style of dining in which the courses come out one at a time  |

Name Sarah D'Agostino

**Servers Test**

Score 135



**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>4</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>3</u>  | Wine Glass (White)           |
| <u>2</u>  | Water Glass           |           |                              |

**Fill in the Blank**

- The utensils are placed 2 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar & Cream
- Synchronized service is when: Servers come out at the same time to tables
- What is generally indicated on the name placard other than the name? entree choice
- The Protein on a plate is typically served at what hour on the clock? 8
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
Take note & move place card over to not miss who gets it upon serving.



Multiple Choice (6 points)

- 1) Carbonation \_\_\_\_\_ the rate of intoxication.  
a) Slows down  
b) Speeds up  
c) Does nothing to
- 2) What are the six most commonly used spirits?  
a) Sweet and Sour, Triple Sec, Grenadine, Midori, Lime Juice and Cranberry Juice  
b) Vodka, Whiskey, Gin, Bourbon, Rum and Tequila  
c) Chardonnay, Cabernet Sauvignon, Champagne, Merlot, Sauvignon Blanc, Zinfandel  
d) Kahlua, Vodka, Frangelico, Gin, Tequila, Spiced Rum
- 3) You can accept an expired ID as long as all other information is correct.  
a) True  
b) False
- 4) If someone has had too much to drink, serving them coffee will help sober them up.  
a) True  
b) False
- 5) What are the acceptable forms of ID for Alcohol Consumption?  
a) State or Government Issued ID Card or Drivers License  
b) Passport or Passport ID Card (as long as it lists the person's date of birth)  
c) School ID or Birth Certificate  
d) A & B  
e) A, B & C
- 6) If there is no shaker tin available to scoop ice for a drink, it is okay to use a glass.  
a) True  
b) False

- 2

Vocabulary (9 points)

Match the word to its definition

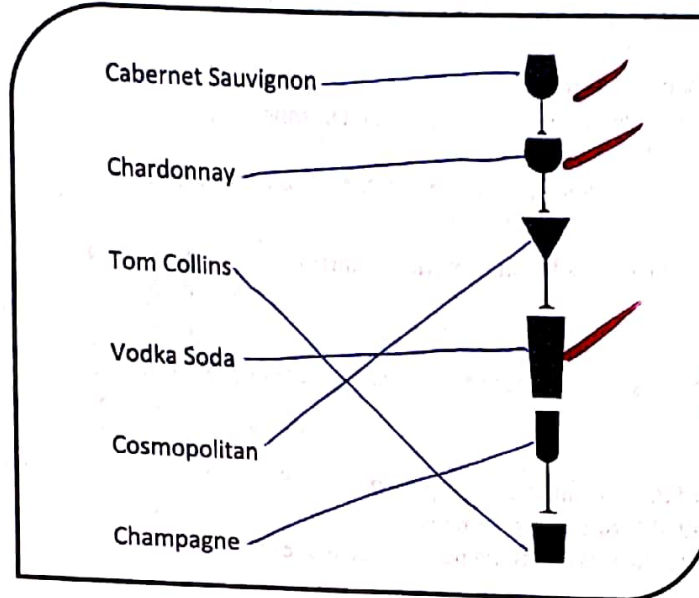
- |                        |  |
|------------------------|--|
| <u>C</u> "Straight Up" | <del>a.)</del> Used to crush fruits and herbs for craft cocktail making                                      |
| <u>F</u> Shaker Tin    | <del>b.)</del> Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured |
| <u>I</u> "Neat"        | <del>c.)</del> To serve chilled liquor in a chilled stemmed cocktail glass with no ice                       |
| <u>A</u> Muddler       | <del>d.)</del> To pour 1/2 oz of a liquor on top   |
| <u>B</u> Strainer      | <del>e.)</del> Used to measure the alcohol and mixer for a drink   |
| <u>E</u> Jigger        | <del>f.)</del> Used to mix cocktails along with a pint glass and ice   |
| <u>G</u> Bar Mat       | <del>g.)</del> Used on the bar top to gather spills  |
| <u>D</u> "Float"       | <del>h.)</del> Requesting a separate glass of another drink  |
| <u>H</u> "Back"        | <del>i.)</del> Means to serve spirit room temperature in a rocks glass with no ice                           |

## Bartenders Test

Score

### Glassware (6 points)

Match the correct glass to the drink



### Answer and Question (14 points)

Provide examples of 3 brand name "top shelf" spirits (3 points): Patron, Grey Goose, Hendricks

What are the ingredients in a Manhattan? whisky

What are the ingredients in a Cosmopolitan? vodka

What are the ingredients in a Long Island Iced Tea? tequila, rum, whisky & coke

What makes a margarita a "Cadillac"?

What is simple syrup? Liquid made from sugar to add to drinks

Is it legal to pour liquor from one bottle into another? What is this called? (2 points)

NO

What should you do if you break a glass in the ice? Burn the ice completely, clean out & start fresh

When is it OK to have an alcoholic beverage while working? Never

What does it mean when a customer orders their cocktail "dirty"? With olive juice

What are the ingredients in a Margarita? tequila, sourmix, soda, lime

**Cashier Test**

Score **14** / 15

B

- 1) A roll of quarters is worth?  
a) \$5.00  
b) \$10.00  
c) \$15.00  
d) \$20.00

A

- 2) A roll of dimes is worth?  
a) \$5.00  
b) \$4.00  
c) \$3.00  
d) \$2.00

D

- 3) A roll of nickels is worth?  
a) \$8.00  
b) \$6.00  
c) \$4.00  
d) \$2.00

C

- 4) A roll of pennies is worth?  
a) \$1.00  
b) \$0.75  
c) \$0.50  
d) \$0.25

C

- 5) What does POS stand for?  
a) Patience over standards  
b) Percentage of sales  
c) Point of sales  
d) People over service

- 6) What is the current sales tax rate in your city \_\_\_\_\_?

G

- 7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?

- a) \$4.06  
b) \$2.06  
c) \$7.06  
d) \$5.06

$$\begin{array}{r} 1.25 \\ + 0.90 \\ + 0.79 \\ \hline 2.94 \end{array}$$

B

- 8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?

- a) \$19.50  
b) \$14.50  
c) \$9.50  
d) \$4.50

$$\begin{array}{r} \$21 \\ 14.50 \\ \hline 35.50 \\ 50.00 \end{array} \quad \begin{array}{r} 4.75 \\ 10.00 \\ \hline 35.50 \\ 14.50 \end{array}$$

D

- 9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?

- a) \$6.00  
b) \$8.00  
c) \$10.00  
d) \$12.00

A

- 10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?

- a) \$78.50  
b) \$58.50  
c) \$38.50  
d) \$28.50

$$\begin{array}{r} 7.50 \\ 2.50 \\ 5.00 \\ 6.50 \\ \hline 21.50 \end{array}$$



A

11) Counterfeit pens should be used on which three denominations?

- a) \$20, \$50, \$100
- b) \$10, \$20, \$50
- c) \$5, \$50, \$100
- d) \$10, \$20, \$50

B

12) How many times should you count change when giving it to the customer?

- a) one
- b) two
- c) three
- d) no need to count

**Question & Answer:**

13) What is the minimum age for legal alcohol purchases?

21

14) What are the acceptable forms of ID for alcohol purchases?

State/Govt ID/Driver's License

15) How many \$20 bills are in a bank band?

25

passport w/ birth date

15  
Sarah D'Agostino

Relocating to San Diego in June 2019

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## OBJECTIVE

To work as a professional Events Manager applying exceptional organizing abilities and keen eye for details to consistently deliver flawless events to clients.

## EXPERIENCE

**Store Manager, Little Green Apple Hallmark, Roseville, MI — April 2018-Present**

- Integral in increasing sales by 23% and store IAT by \$2.00 in the first year
- Schedule, train and coach employees to maximize performance in customer service, sales and merchandising
- Through coaching and building customer loyalty, achieved 3rd most registrations in the nation after 1st quarter of 2019
- Responsible for inventory control and merchandising of the sales floor

**HR/Sales Floor Supervisor, Toys R Us, Novi, MI — December 2015-April 2018**

- Responsible for screening, interviewing, hiring and training new Team Members throughout year including up to 80 additional Team Members during holiday season
- Developed strategies and coached Team Members to increase sales and metrics
- Responsible for managing & maintaining half of sales floor, reacting to weekly sales trends

**Server/Bartender, Chiba Asian Fusion, New Orleans, LA — May 2015-September 2015**

- Trained new servers in a high paced environment, bartending during local festivals and events

**Event Services & Marketing Mgr, Indy Grand Prix of Louisiana, New Orleans, LA — Dec 2014-May 2015**

- Created Hospitality Operational Plan for executive and corporate suites including design, infrastructure, staffing and coordination with catering partner, credential and ticketing departments
- Development and coordination of Volunteer Program including recruitment, schedules & assignments, administering on-site orientation, managing over 150 people throughout event
- Collaborated on the creation of RV Club Program including operational plans, managing customers in coordination with several contractors

**Promotions & Guest Services Coordinator, Detroit Grand Prix, Detroit, MI — Dec 2011-Sept 2014**

- Led development of 2014 Event Marketing Strategy with collaboration from team based on survey results and Focus Group research for which our 5 objectives were met
- Scheduled show car appearances, managing 20 volunteers responsible for staffing events; up to 100 per year
- Managed up to 60 clients, from point of sale through event; coordinating logistics and operational functions
- Administrator of a multi-level volunteer program of over 1,000 volunteers

## EDUCATION

Wayne State University, Detroit, MI — Bachelor of Arts; Media Arts & Studies, 2011