

Victoria Avignone

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SUMMARY

Experienced Server bringing enthusiasm, dedication and an exceptional work ethic. Trained in customer service with education in various cuisines. High energy and outgoing with a dedication to positive guest relations. High volume dining, customer service, and cash handling background.

EDUCATION

Northwestern Health Sciences University

Bloomington, MN

WORK EXPERIENCE

D'Amico and Son's

Server, Nov. 2016- Dec. 2018

Minneapolis, MN

- Effectively communicated with kitchen staff regarding customer allergies, dietary needs, and other special requests.
- Answer customer inquires and resolves issues promptly.
- Consistently adhered to quality expectations and standards.

The Continental

Server, Sept. 2014- Oct. 2016

Naples, FL

- Appropriately suggested additional items to customers to increase restaurant sales.
- Regularly checked on guests to ensure satisfaction with each food course and beverages.
- Successfully multitasking while remaining professional and courteous in fast-paced environments.

Seaport

Server, Jan. 2012- Aug. 2014

Long Island, NY

- Answered questions about menu selections and made recommendations when requested.
- Accurately recorded orders and partnered with team members to serve food and beverages that exceeded guests' expectations.
- Monitored dining room to ensure optimal guest experiences.

Servers Test

Multiple Choice

B 88

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

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

B/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 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

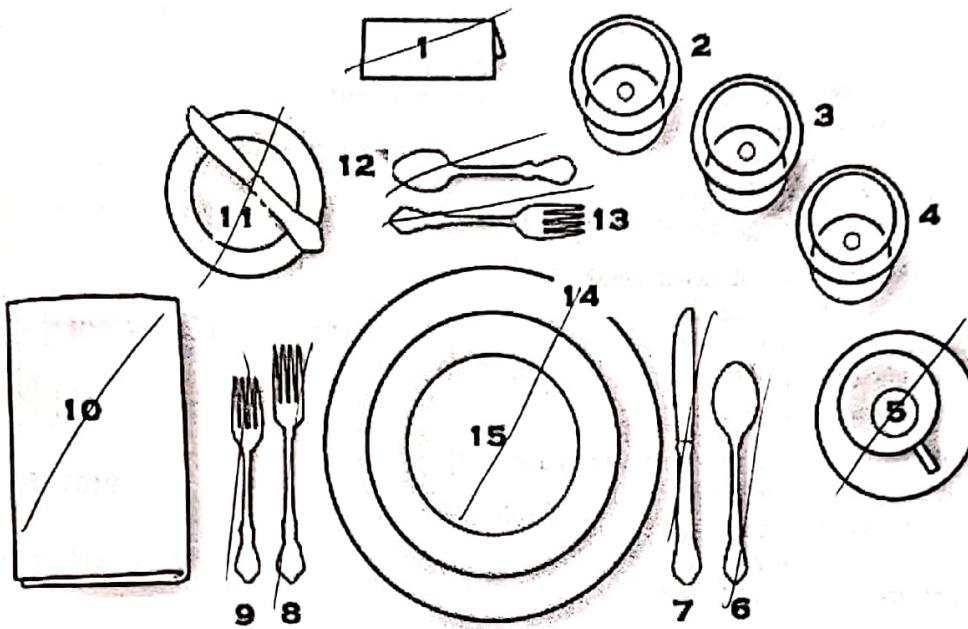
G B E Scullery
B A Queen Mary
D C Chaffing Dish
B F French Passing
A E Russian Service
F G Corkscrew
C D Tray Jack

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

Name _____

Score / 35

Servers Test



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>12</u>	Name Place Card	<u>7</u>	Dinner Knife
<u>13</u>	Teaspoon	<u>3</u>	Wine Glass (Red)
<u>14</u>	Dessert Fork	<u>9</u>	Salad Fork
<u>15</u>	Soup Spoon	<u>11</u>	Service Plate
<u>4</u>	Salad Plate	<u>2</u>	Wine Glass (White)
	Water Glass		

Fill in the Blank

1. The utensils are placed 1 inch inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? sugar - milk.
3. Synchronized service is when: all servers place meals @ same time
4. What is generally indicated on the name placard other than the name? what they're eating.
5. The Protein on a plate is typically served at what hour on the clock? 5.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
let the chef + captain know.