

# Lea Phillips

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## Experience

**Cocktail Server-** *Hyatt Regency, Knoxville, TN 03/2019-10/2019*

(Greet guest, take orders, cleaning tables, collect payments, answering guests inquiries)

**Delivery Driver-** *DoorDash, Los Angeles, CA & Knoxville, TN 10/2018-Present*

(Accept orders, pick up and deliver orders with accuracy and in a timely manner)

**Server-** *Plunge, Long Beach, CA 03/2017-10/2018*

(Familiarize myself with the menu, accurately take drink and food orders, up-sell, tallying bills, communicate with guest to correct any problems, ensure guest have a good experience and come back)

**Barista-** *Gre' Coffee House, Palm Springs, CA 2016/2017*

(Welcome customers, inform them about specials, accept orders and payments, prepare food, grind, blend and brew coffee, serve items to customer)

**Supervisor-** *Café Primo, Los Angeles, CA 2015/2016*

(Help the team understand performance and target goals, training and ensuring workers are properly trained, schedule work hours and shifts, cross-train, etc.)

**Server-** *Chin Chin, Beverly Hills, CA 2016*

**Server-** *Fleet Street Pub, Nashville, TN 2015*

**Server-** *Tin Roof, Nashville, TN 2014/2015*

**Customer Service-** *Target, Nashville, TN 2014/2014*

(Help customers with complaints and questions, give information about products and services, take orders and process returns, etc)





**THE SERVICE  
COMPANIES**

SERVICE. ABOVE ALL

Name \_\_\_\_\_

## Servers Test

Score 26.5 / 35

### Multiple Choice

- B 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
- B 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
- C 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

8.5

75.7%

### Match the Correct Vocabulary

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

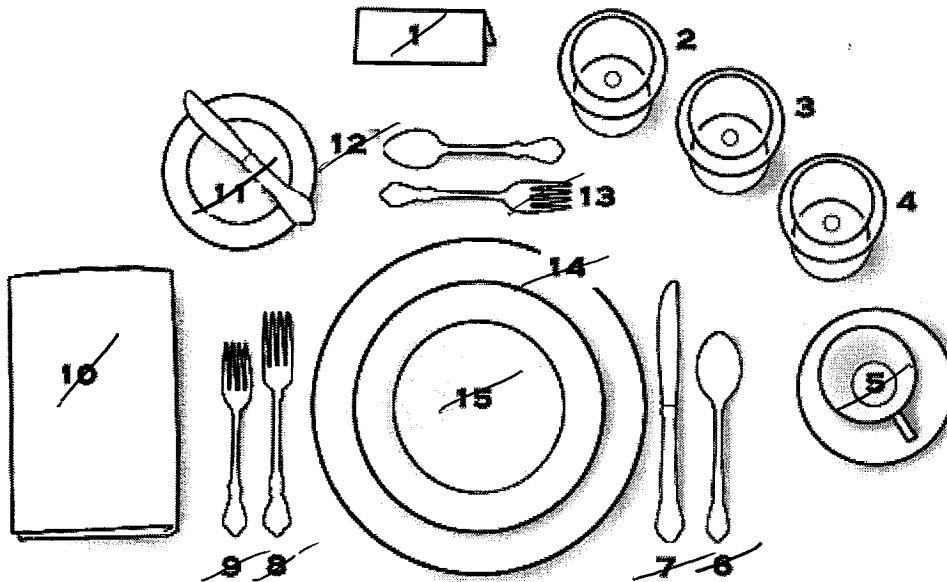


THE SERVICE  
COMPANIES

SERVICE. ABOVE ALL

Name Leav Phillips  
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>1</u>  | Name Place Card       | <u>7</u>  | Dinner Knife                 |
| <u>12</u> | Teaspoon              | <u>2</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>4</u>  | Water Glass           |           |                              |

### Fill in the Blank

- The utensils are placed 1 2 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? cream + sugar
- Synchronized service is when: everything leaves + comes out when it's supposed to
- What is generally indicated on the name placard other than the name? Business
- The Protein on a plate is typically served at what hour on the clock? 10 6
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
ask for allergies | explain options