



ACROBAT OUTSOURCING
TSC GROUP

Employment Application

Acrobat Outsourcing is an equal opportunity employer dedicated to non-discrimination in all employment practices. Acrobat Outsourcing selects the best qualified individual for the job based on job-related qualifications regardless of race, age (40+), color, religion, gender, national origin, ancestry, marital status, sexual orientation, disability or any other status protected by applicable law.

PLEASE PRINT

Full Name RANDI A. LEE Date: 11/10/19
Home Telephone (925) 497-4751 Other Telephone ()
Present Address 41 MOUNTAIN VIEW AVENUE BAY POINT CA 94565
Permanent Address, if different from present address: _____
Email Address msrandialee@gmail.com

EMPLOYMENT DESIRED

Position applying for: CONVECTION ATTENDANT Salary desired: \$20.00

Are you currently registered with any staffing and/or employment agencies? If so, please list

No

Are you applying for: Full-time work? Yes X No _____ Part-time work? Yes X No _____

Temporary work, e.g., summer or holiday work? Yes X No _____ From: Flexible To: _____

How did you find out about our open position? (Please check fill in proper name of source):

Referral ☐ Name of Referral INDIGO Newspaper ☐ Job Fair ☐ Agency ☐

Company Website ☐ Other Web Posting ☐ Other Source ☐

Could you work overtime, if necessary? Yes X No _____ If hired, on what date could you start working?

11/18/19

Please keep in mind that schedules and shifts may vary depending on position and season. Additionally, the hours may vary from week to week, depending on the company needs. Please list only the times/days you're available to work below.

SPECIFY HOURS AVAILABLE DAILY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		OPEN					
AM							
PM							

Do you have any vacations or extended leaves planned in the next 12 months? If so, please list dates: 11/28/19 - 11/30/19

PERSONAL INFORMATION

Have you ever applied to or worked for Acrobat Outsourcing before? Yes___ No X If yes, when? _____

Do you have friends or relatives working for Acrobat Outsourcing? Yes___ No X If yes, please state name and relationship _____

If hired, would you have a reliable means of transportation to and from work? Yes X No___

If hired, can you present evidence of your legal right to live and work in this country? Yes X No___
State age if you are under 18 _____. If you are under 18, hire is subject to verification that you are of minimum legal age to work.

Are you able to perform the essential functions of the job for which you are applying? Yes X No___

If no, describe the functions that cannot be performed. (Note: We comply with the ADA and consider reasonable accommodation measures that may be necessary for eligible applicants/employees to perform essential functions.)

Pursuant to any and all Fair Chance Ordinances, we will consider for employment qualified applicants with arrest and conviction records.

EDUCATION & SKILLS

NAME OF SCHOOL	CITY & STATE	GRADE OR DEGREE COMPLETED	DID YOU GRADUATE?
RET. Diablo Adobe HS	CONCORD CA	GED	
Do you have any special licenses, certificates or special training? If so please list under "Special."		YES	NO
Are you computer literate? If so, list software knowledge under "Special."		<u>YES</u>	NO
Are you proficient with Point of Sales Systems? If, so please list which ones under "Special."		<u>YES</u>	NO
Do you have any other experience, training, qualifications or special skills, which you feel make you especially suited for work at Acrobat Outsourcing? If so, please list under "Special."		<u>YES</u>	NO
Special: MS. WORD EXCEL - INTERNET & MAIL, WINDOWS 10, I have worked use of Credit Card Readers, cash register. Conversion before.			

EMPLOYMENT HISTORY

List below all present and past employment starting with your most recent employer (last 10 years is sufficient). Account for unemployment periods of three months or more.

Are you currently employed? Yes X No If so, may we contact your current employer? Yes X No

Name and Address of Employer BIG STAR CONSTRUCTION

Type of Business Construction / Home Repairs Telephone No. (925) 680-0340 Supervisor's Name Kenneth Brown

Your Position and Duties Handy Person, Independent Contractor, Home repairs/
MAINTENANCE & DEBRIS REMOVAL

Dates of Employment: From 11/2018 To PRESENT

Reason for Leaving: _____

Name and Address of Employer Carol & Josif Company

Type of Business Robert Maintenance Telephone No. (925) 376-9681 Supervisor's Name Josh Simmons

Your Position and Duties ASSISTED IN MAINTENANCE OF APARTMENT COMPLEX
APARTMENT TURN OVER, PAINTING, CLEANING, REPAIRS, MAINT. ext.

Dates of Employment: From 2013 To 2018

Reason for Leaving: MOVED TO RENO

Name and Address of Employer CONTRA COSTA COUNTY? AGING & ADULT SERVICES
235 ARANDA DR. HB MARTINEZ CA. 94553

Type of Business IN HOME CARE Telephone No. (925) 363-6690 Supervisor's Name VICTORIA BENNETT

Your Position and Duties provided in home care support
part time work

Dates of Employment: From 2013 To 2017

Reason for Leaving: Client Past No. 9

Name and Address of Employer J M AUTO WRECKERS 3690 Revere Rd.

Type of Business AUTO WORKERS Telephone No. () Supervisor's Name Jim McInnis

Your Position and Duties TOW TRUCK OPERATOR

Dates of Employment: From 2010 To 2013

Reason for Leaving: OWNER BECAME ILL

Have you ever been fired from any previous place of employment? If so, please explain: _____

MILITARY SERVICE

Have you obtained any special skills or abilities as the result of service in the military? Yes ☐ No ☒

If so, describe: _____

JOB RELATED REFERENCES

List below three persons not related to you who have knowledge of your work performance within the last three years.

Name: TIM HALSTAD Telephone No. (925) 497-6620
Address 1915 F ARNOLD INDEPENDENT WAY CONCORD CA 94530
Occupation: Body & Fender Tech Relationship: Friend Number of Years Acquainted: 10 yrs.

Name: JOSH SWANSON Telephone No. (925) 876-5681
Address P.O. BOX 1981 MARTINEZ CA 94553
Occupation: Property Maintenance Relationship: Previous Employer Number of Years Acquainted: 8 yrs.

Name: LINDA BRAVO Telephone No. (925) 812-2900
Address WISCONSIN TO NOT HAVE GIVEN OUT
Occupation: RETIRED Relationship: Client Number of Years Acquainted: 15 yrs.

Please Read Carefully, Initial Each Paragraph and Sign Below

RJ

I hereby certify that I have not knowingly withheld any information that might adversely affect my chances for employment and that the answers given by me are true and correct to the best of my knowledge. I further certify that I, the undersigned applicant, have personally completed this application. I understand that any omission or misstatement of material facts on this application or on any document used to secure employment shall be grounds for rejection of this application or for immediate discharge if I am employed, regardless of the time elapsed before discovery.

RJ

I hereby authorize Acrobat Outsourcing to thoroughly investigate my references, work record, education and other matters related to my suitability for employment and, further, authorize the references I have listed to disclose to the company any and all letters, reports and other information related to my work records, without giving me prior notice of such disclosure. In addition, I hereby release the company, my former employers and all other persons, corporations, partnerships and associations from any and all claims, demands or liabilities arising out of or in any way related to such investigation or disclosure.

RJ

I hereby authorize Acrobat Outsourcing and its authorized representatives to solicit information regarding my background, which may include but not be limited to, information about my employment, education, and/or criminal history, which may be in the files of any federal, state, or local criminal justice and law enforcement agency and general public records history.

RJ

I understand that if selected for hire, it will be necessary for me to provide satisfactory evidence of my identity and legal authority to work in the United States, and that federal immigration laws require me to complete an I-9 form in this regard within three days of my hire date.

RJ

Acrobat Outsourcing is an at-will employer. I understand that nothing contained in the application, or conveyed during any interview, which may be granted or during my employment, if hired, is intended to create an employment contract between me and the company. In addition, I understand and agree that if I am employed, my employment is for no definite or determinable period and may be terminated at any time, with or without prior notice, with or without cause, at the option of either myself or the company, and that no promises or representations contrary to the foregoing are binding on the company unless made in writing and signed by me and the company's designated representative.

I hereby acknowledge that I have read and understand the above statements.

Applicant's Signature

Ronnie D. Price

Date

11/10/12

NOTICE TO EMPLOYEE
Labor Code section 2810.5

Employee Name: Randi Lee

Start Date: 11/11/19

Legal Name of Hiring Employer: S.E Scher

Is hiring employer a staffing agency/business (e.g., Temporary Services Agency; Employee Leasing Company; or Professional Employer Organization [PEO])? ☐ Yes ☐ No

Other Names Hiring Employer is "doing business as" (if applicable):

Acrobat Outsourcing

Physical Address of Hiring Employer's Main Office:

303 Hegenberger Road Suite 300, Oakland, CA. 94621

Hiring Employer's Mailing Address (if different than above):

Hiring Employer's Telephone Number: 415-431-8826

If the hiring employer is a staffing agency/business (above box checked "Yes"), the following is the other entity for whom this employee will perform work:

Name: _____

Physical Address of Main Office: _____

Mailing Address: _____

Telephone Number: _____

Rate(s) of Pay: CNV: \$17.50 Overtime Rate(s) of Pay: _____

Rate by (check box): ☐ Hour ☐ Shift ☐ Day ☐ Week ☐ Salary ☐ Piece rate ☐ Commission

☐ Other (provide specifics): _____

Does a written agreement exist providing the rate(s) of pay? (check box) ☐ Yes ☐ No

If yes, are all rate(s) of pay and bases thereof contained in that written agreement? ☐ Yes ☐ No

Allowances, if any, claimed as part of minimum wage (including meal or lodging allowances):

(If the employee has signed the acknowledgment of receipt below, it does not constitute a "voluntary written agreement" as required under the law between the employer and employee in order to credit any meals or lodging against the minimum wage. Any such voluntary written agreement must be evidenced by a separate document.)

Regular Payday: FRIDAY

Insurance Carrier's Name: Integro USA Inc. dba Integro Insurance Brokers

Address: 1 State Street Plaza, 9th floor, New York, NY. 10004

Telephone Number: 212-295-5440

Policy No.: LDC4042609 AOS

☐ Self-Insured (Labor Code 3700) and Certificate Number for Consent to Self-Insure: _____

Unless exempt, the employee identified on this notice is entitled to minimum requirements for paid sick leave under state law which provides that an employee:

- a. May accrue paid sick leave and may request and use up to 3 days or 24 hours of accrued paid sick leave per year;
- b. May not be terminated or retaliated against for using or requesting the use of accrued paid sick leave; and
- c. Has the right to file a complaint against an employer who retaliates or discriminates against an employee for
 1. requesting or using accrued sick days;
 2. attempting to exercise the right to use accrued paid sick days;
 3. filing a complaint or alleging a violation of Article 1.5 section 245 et seq. of the California Labor Code;
 4. cooperating in an investigation or prosecution of an alleged violation of this Article or opposing any policy or practice or act that is prohibited by Article 1.5 section 245 et seq. of the California Labor Code.

The following applies to the employee identified on this notice: *(Check one box)*

- ☐ 1. Accrues paid sick leave only pursuant to the minimum requirements stated in Labor Code §245 et seq. with no other employer policy providing additional or different terms for accrual and use of paid sick leave.
- ☐ 2. Accrues paid sick leave pursuant to the employer's policy which satisfies or exceeds the accrual, carryover, and use requirements of Labor Code §246.
- ☐ 3. Employer provides no less than 24 hours (or 3 days) of paid sick leave at the beginning of each 12-month period.
- ☐ 4. The employee is exempt from paid sick leave protection by Labor Code §245.5. (State exemption and specific subsection for exemption): _____

ACKNOWLEDGEMENT OF RECEIPT

Sarah Magno

(PRINT NAME of Employer representative)

[Signature]

(SIGNATURE of Employer Representative)

11/11/19

(Date)

RANDI A. LOE

(PRINT NAME of Employee)

[Signature]

(SIGNATURE of Employee)

11/11/19

(Date)

The employee's signature on this notice merely constitutes acknowledgement of receipt.

Labor Code section 2810.5(b) requires that the employer notify you in writing of any changes to the information set forth in this Notice within seven calendar days after the time of the changes, unless one of the following applies: (a) All changes are reflected on a timely wage statement furnished in accordance with Labor Code section 226; (b) Notice of all changes is provided in another writing required by law within seven days of the changes.

Interview Note Sheet

General

Applicant Information	
Name: <u>Randi Annette Lee</u>	Interviewer: <u>Pebekeh</u>
Date: <u>11/11/2019</u>	Rate of Pay: <u>17.50/hr</u>
Position (s) Applied for: <u>Dreamforce 2019</u>	Referred by: <u>Indeed</u>

Test Scores					
Server	20/35	80	%	Bartender	21/35 60 %
Prep Cook	/15		%	Barista	7/18 47 %
Grill Cook	/40		%	Cashier	11/19 73 %
Dishwasher	8/10	80	%	Housekeeping	/16 %

Seeking:
Full-Time
Part-Time

Relevant Experience & Summary of Strengths			
Total of _____ Experience in Food Service/Hospitality			
Describe a time when you had a multitask or work under pressure?	How would you handle a disagreement/argument with a coworker?	What do you do to go above and beyond and exceed your customer's expectations?	Notes
<ul style="list-style-type: none"> • Property maintenance • 8 hrs → standing ok • Computer Skills → excel, word, windows, email. 	<ul style="list-style-type: none"> • Talk w/ them to continue to work together. • Talk to supervisor if problem related. 	<ul style="list-style-type: none"> • make sure they are happy. • Job is done correctly. • customer - be happy. 	<ul style="list-style-type: none"> • 11/19 @ 5:45 AM - available. • 11/17 - 11/21 - available.

2w Server
 Wash 4 yrs experience
 Knife @ 4th
 Smiles.

P.O.S. Experience: Y / N details:

Transportation
<ul style="list-style-type: none"> • Lives in Bay Point. • No problem to get to SF.
Certifications (if any)
Uniforms Owned:
<input checked="" type="checkbox"/> Bistro White <input type="checkbox"/> Chef Coat <input checked="" type="checkbox"/> Black Bistro <input type="checkbox"/> Chef Pants <input type="checkbox"/> Tuxedo <input type="checkbox"/> Knives <input type="checkbox"/> 1/2 Tuxedo <input checked="" type="checkbox"/> Black Pants <input type="checkbox"/> Black Vest <input type="checkbox"/> Non-Slip Shoes <input type="checkbox"/> Long Black Tie <input type="checkbox"/> Bow Tie Other: <u>Black shoes</u>

Regions Available to work:
SF.
Availability
Open. Available.
Recommendations:
Acrobat Academy
Lead Academy
Other Languages Spoken:

- b 1) After brewing a pot or kettle of coffee how long is the coffee good for until you need to re-brew?
a) 20 minutes
b) 30 minutes
c) 60 minutes
- b 2) What are the basic ingredients of a Latte?
a) Milk, Espresso, Whipped Cream
b) Espresso, Steamed Milk
c) Water, Espresso, and Foam
- a 3) When making cup of tea for a customer, how long should you tell the customer to let the tea bags steep?
a) 2 minutes
b) 4 minutes
c) 5 minutes
- c 4) When steaming milk for a beverage, what temperature should you steam the milk to?
a) 150-160 degrees
b) 190-200 degrees
c) 120-130 degrees
- c 5) Once an Espresso Shot has been pulled from an Espresso machine, how long do you have to mix the shot with other liquid before the shot goes bad?
a) 8 seconds
b) 20 seconds
c) 10 seconds
- b 6) What do you do if a customer says their latte does not taste like there is espresso in it?
a) Tell them you made the drink according to the recipe so it should be fine
b) Apologize to the customer, then add another shot of espresso to their drink and encourage the customer to return
c) Apologize to the customer and remake their drink according to standards
d) Walk away and have another barista remake their drink
- b 7) You can re-steam milk _____?
a) Only Once
b) Never
c) Sometimes
d) Always
- b 8) What is the proper ratio of coffee grounds to water?
a) 2 Tablespoons coffee to 6oz water
b) 2 Tablespoons coffee to 8oz water
c) 1 Tablespoon coffee to 6oz water
d) 2 Teaspoons coffee to 8oz water
- c 9) A customer requests a non-dairy coffee beverage and you are out of soy, what actions do you take?
a) Make their drink with regular milk and hope they do not notice
b) Apologize and ask the customer to come back tomorrow
c) Apologize and inform the customer we are out of soy, and offer a beverage alternative
d) Inform your manager we are out of soy

- b 10) Decaffeinated coffee is 100% caffeine free?
a) True
b) False
- d 11) What are the basic ingredients in a cappuccino?
a) Coffee, Milk, Foam
b) Espresso, Foam
c) Espresso, Steamed Milk, Foam
d) Espresso, Cream, Foam
- d 12) What is a café au lait?
a) Coffee, Steamed Milk
b) Coffee, Cold Milk
c) Coffee, Cream, Sugar
d) Espresso, Cold Milk
- c 13) What does "half ca" mean?
a) Half cream and half regular milk
b) Half as much coffee as normal
c) Half regular and half decaf coffee
- d 14) What does it mean when a customer requests their cappuccino "dry"?
a) Less milk and more foam
b) No milk and lots of foam
c) Extra foam
d) No foam and no milk
- a 15) What is an Americano?
a) Regular drip coffee
b) Espresso with water
c) Coffee with cream
d) Iced coffee

- 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

- a 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

e 6) What is the current sales tax rate in your city 8.25%?

- c 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

- 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

- 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

- 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
- a 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 yrs

14) What are the acceptable forms of ID for alcohol purchases? ID or D.L - proof of age

15) How many \$20 bills are in a bank band? 5

Multiple Choice (6 points)

- c 1) Carbonation _____ the rate of intoxication.
a) Slows down
b) ☒ Speeds up
c) Does nothing to
- b 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
- b 3) You can accept an expired ID as long as all other information is correct.
a) True
b) ☒ False
- b 4) If someone has had too much to drink, serving them coffee will help sober them up.
a) True
b) ☒ False
- e 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
- a 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

60%

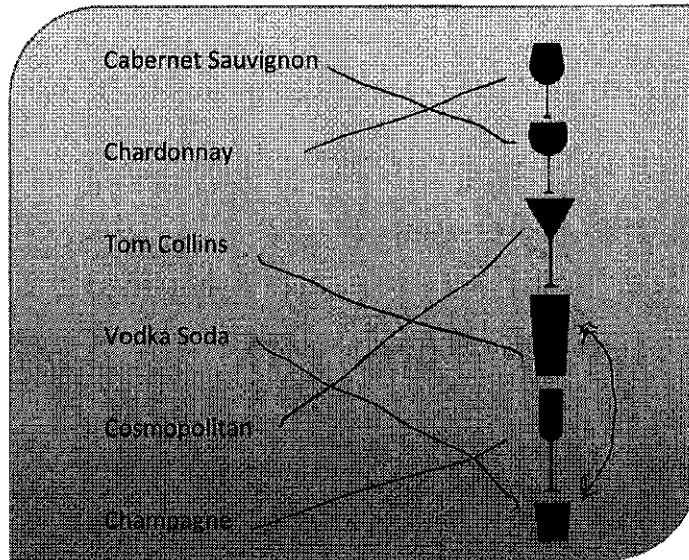
Vocabulary (9 points)

Match the word to its definition

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

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): Maker Mark, Patron, Jack Daniels

What are the ingredients in a Manhattan? _____

What are the ingredients in a Cosmopolitan? _____

What are the ingredients in a Long Island Iced Tea? Rum, Vodka, Tequila, Triple Sec

What makes a margarita a "Cadillac"? on the rocks

What is simple syrup? Grenadin

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

What should you do if you break a glass in the ice? Replace the ice

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

What does it mean when a customer orders their cocktail "dirty"? no ice

What are the ingredients in a Margarita? Agave, Tequila, ice,

80%

- C 1) After washing your hands, which item should be used to dry them?
a) Clean apron
b) Sanitized wiping cloth
c) Single use paper towel
d) Common used cloth
- C 2) While washing dishes by hand, which item should you wear?
a) Cutting glove
b) Oven Mitt
c) Rubber glove
d) Nothing
- C 3) When should you wash your hands?
a) Before you start work
b) After handling non-food items (garbage, money, cleaning chemicals)
c) After using the restroom
d) All of the above
- b 4) If you need to move a heavy load, you should PULL and not PUSH the object.
a) True
b) False
- e 5) Which of the following could you be at risk for getting burned from?
a) Steam from boiling pots
b) Hot liquids (coffee, soup, tea)
c) Hot equipment (ovens, pots, chaffing dishes)
d) Harsh chemicals
e) All of the above
- a 6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.
a) True
b) False
- C 7) What should you do if you spill liquids or see a liquid spill?
a) Leave it for someone else to clean-up
b) Wait until the end of your shift to clean it
c) Flag the spill and clean it immediately
d) Not sure
- C 8) When handling hot items you should?
a) Wear rubber gloves
b) No need to wear anything
c) Use an oven mitt or dry cloth towel
d) Nothing
- a 9) If you are using a three-compartment sink for cleaning and sanitizing, the second sink is used for?
a) Rinsing
b) Scraping
c) Washing
d) Sanitizing
- d 10) What is the proper method for cleaning and sanitizing stationary equipment?
a) Spray with a strong cleaning solution and wipe with a sanitized cloth
b) Spray with a sanitizing solution, then rinse with clean water and dry
c) Wash and rinse, then wipe or spray with a chemical-sanitizing solution
d) Brush off loose soil with a clean cloth, then wipe with a sanitizing solution

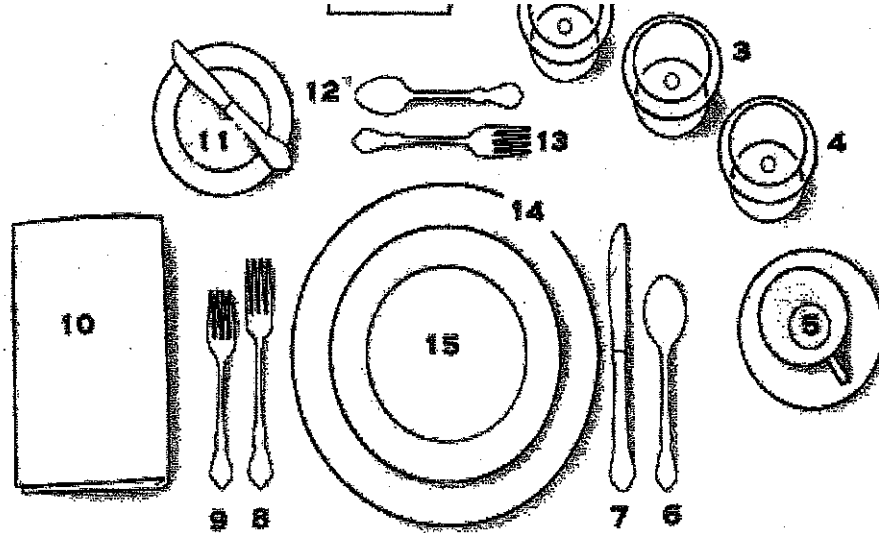
80%

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
- 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
- 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 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 | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>G</u> 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) |
| <u>A</u> Chaffing Dish | C. Used to hold a large tray on the dining floor |
| <u>b</u> French Passing | D. Area for dirty dishware and glasses |
| <u>E</u> Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | F. Used to open bottles of wine |
| <u>C</u> 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**

- 9 Dinner Fork
5 Tea or Coffee Cup and Saucer
7 Dinner Knife
2 Wine Glass (Red)
9 Salad Fork
14 Service-Plate
3 Wine Glass (White)

- 10 Napkin
11 Bread Plate and Knife
1 Name Place Card
6 Teaspoon
13 Dessert Fork
12 Soup Spoon
15 Salad Plate
4 Water Glass

Fill in the Blank

1. The utensils are placed 6 in. inch (es) from the edge of the table.
 2. Coffee and Tea service should be accompanied by what extras? Sugar, cream
 3. Synchronized service is when: everyone served each - 3 course meal.
 4. What is generally indicated on the name placard other than the name? Spot a table
 5. The Protein on a plate is typically served at what hour on the clock? 6
 6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Speak with your Chapter