

# raven thompson

Houston, TX 77053

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8329666891

## Work Experience

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### **Server/Customer Service**

Greatwood senior living - Houston, TX

November 2018 to Present

At Greatwood It's a independent facility where I would go around asking the seniors what do they want for lunch and dinner with they choices to pick from.

### **Braider**

Self Own Business - Houston, TX

January 2013 to Present

I have been braiding hair since I was 12. I know how to do everything Box braids, twist, and cornrows .

### **Cashier/Server**

Luby's - Pearland, TX

September 2017 to November 2018

Cashier/server

### **Cashier**

Sweets fried deep - Houston, TX

June 2015 to November 2016

Help customers with purchase

## Education

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Willowridge High School - Houston, TX

August 2014 to May 2017

## Skills

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- Food Service
- Customer Service Skills (2 years)
- Call Center

## Certifications and Licenses

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### **Food Handler**

September 2018 to Present

# TABC

September 2018 to September 2020

Name Raven Thompson

**Servers Test**

Score / 35

**Multiple Choice**

- A 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
- 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
- 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

FSW

**Match the Correct Vocabulary**

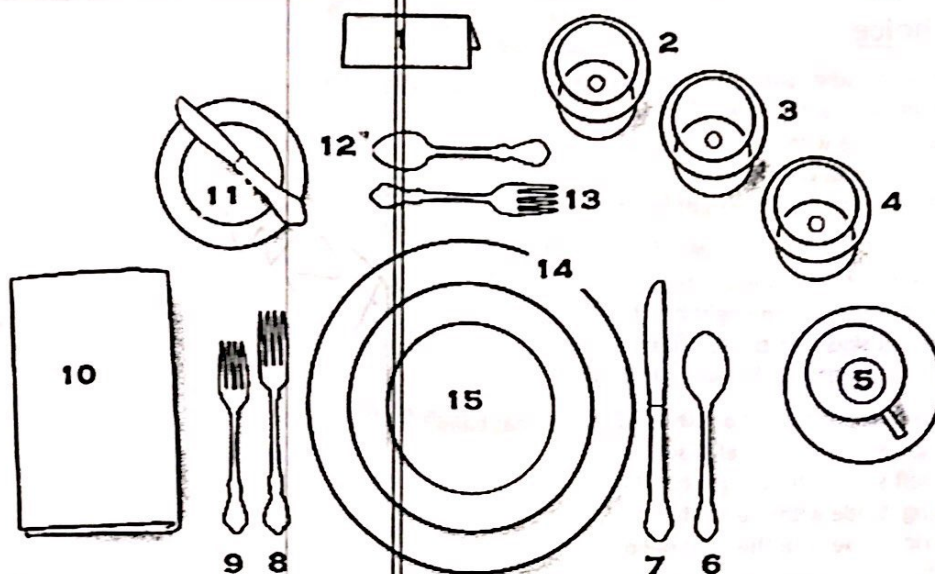
- |   |  |
|---|--|
| <u>D</u> Scullery                                   | <input checked="" type="checkbox"/> A Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>C</u> Queen Mary                                 | <input checked="" type="checkbox"/> B Style of service 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) |
| <input checked="" type="checkbox"/> A Chaffing Dish | <input checked="" type="checkbox"/> C Used to hold a large tray on the dining floor  |
| <u>B</u> French Passing                             | <input checked="" type="checkbox"/> D Area for dirty dishware and glasses  |
| <u>G</u> Russian Service                            | <input checked="" type="checkbox"/> E Large metal shelving unit for prepared food to be held or for dirty trays to be stored   |
| <u>F</u> Corkscrew                                  | <input checked="" type="checkbox"/> F Used to open bottles of wine   |
| <u>E</u> Tray Jack                                  | <input checked="" type="checkbox"/> G Style of dining in which the courses come out one at a time  |



Name \_\_\_\_\_

**Servers Test**

Score      / 35



**Match the Number to the Correct Vocabulary**

- \_\_\_\_\_ Napkin
- \_\_\_\_\_ Bread Plate and Knife
- \_\_\_\_\_ Name Place Card
- \_\_\_\_\_ Teaspoon
- \_\_\_\_\_ Dessert Fork
- \_\_\_\_\_ Soup Spoon
- \_\_\_\_\_ Salad Plate
- \_\_\_\_\_ Water Glass

- \_\_\_\_\_ Dinner Fork
- \_\_\_\_\_ Tea or Coffee Cup and Saucer
- \_\_\_\_\_ Dinner Knife
- \_\_\_\_\_ Wine Glass (Red)
- \_\_\_\_\_ Salad Fork
- \_\_\_\_\_ Service Plate
- \_\_\_\_\_ Wine Glass (White)

**Fill in the Blank**

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

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