ACROBAT OUTSOURCING
TSC GROUP

First and Last Name: Richard Koltz
Email: RichardKoltz@gmail.com
Phone number: 818 970 3925

Working Experience:

Company Name: All state Marketing
Dates of Employment: 8/17/19 - 10/4/19
Job Responsibility:

- Calling homeowners in Souther Californiaa areas to set appointments
- for home repairs and improvements
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-

Company Name: ~~Finish~~ Kozzys
Dates of Employment: 12/18/17 - 5/1/18
Job Responsibility:

- assemble furniture /proper fitment /no damage to items
- mopping /vacumming/removal of all trash or reqyclable items
- One on one customer interaction /engagement
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Company Name: Finishline
Dates of Employment: 8/26/16 - 12/18/17
Job Responsibility:

- stock / sales associate, fold ~~clo~~ clothes, restock wall /tables /general cleaning
- Demo all products to upsell, tagging shoes, correct location on floor
- open/scan new inventory boxes then stock back while organizing/shifting or in back by gender size style brand

Skills

- Time management
- Work under pressure /team enviroment
- communication
- ~~Initi~~ Initiative

THE SERVICE COMPANIES
SERVICE. ABOVE ALL

Name Richard Koltz

Servers Test

Score 24 / 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

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 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

D **Scullery**

E **Queen Mary**

A **Chaffing Dish**

B **French Passing**

G **Russian Service**

F **Corkscrew**

C **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

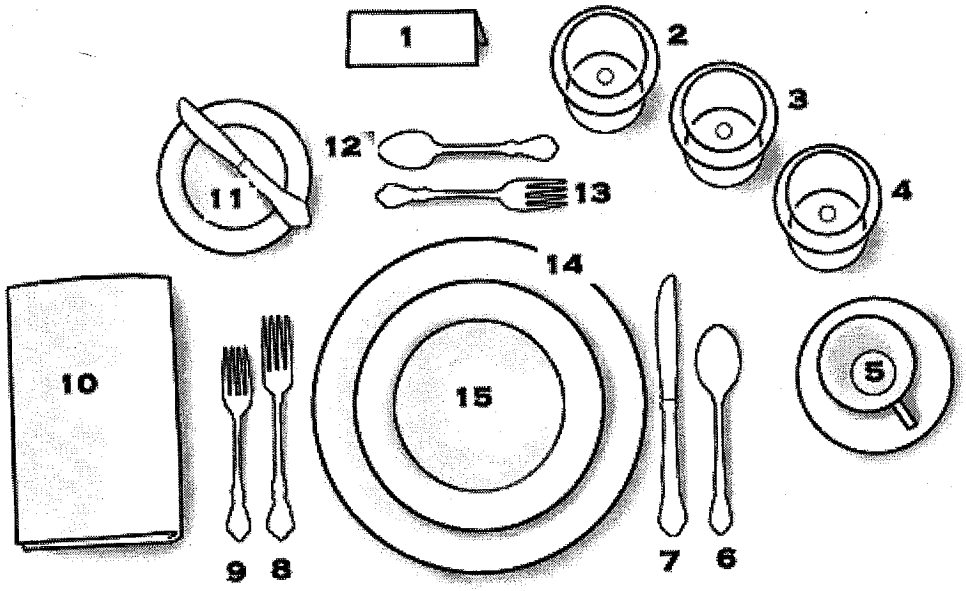
G. Style of dining in which the courses come out one at a time

THE SERVICE COMPANIES
SERVICE. ABOVE ALL

Name Richard

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

10	Napkin	8	Dinner Fork
11	Bread Plate and Knife	5	Tea or Coffee Cup and Saucer
1	Name Place Card	7	Dinner Knife
12	Teaspoon	2 ~~3~~	Wine Glass (Red)
13	Dessert Fork	~~13~~	Salad Fork
6	Soup Spoon	14	Service Plate
15	Salad Plate	~~4~~	Wine Glass (White)
4/2	Water Glass		

Fill in the Blank

1. The utensils are placed ~~3~~ 1 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Sugar, sweetner, Cream.
3. Synchronized service is when: Everyone is in some harmony.
4. What is generally indicated on the name placard other than the name? place.
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?
   notify the Kitchen.

THE SERVICE COMPANIES

SERVICE. ABOVE ALL

Dishwasher Test

Score 10 / 10

100%

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

d 2) **While washing dishes by hand, which item should you wear?**
- a) Cutting glove
- b) Oven Mitt
- (c) Rubber glove
- d) Nothing

d 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

d 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

C 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