

BRANDON D'AVANZO SR.

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My goals are to benefit the company and be an asset not only to myself, but to the company as well.

EXPERIENCE

AUG 2019-DEC 2019

FORKLIFT OPERATOR, NELLSON

On/Off loading trucks.

DEC 2016-JULY 2019

CLEANER, JANS HOTEL AND SUITES

Maintained the hallways, served guests

DEC 2015-JAN 2016

BARTENDER/SERVER, V2'S

Make drinks, serve and take orders

SKILLS

- Forklift Operator
- Bartender
- Event Staffing
- Masonry
- Driver
- Custodian/Cleaner



THE SERVICE
COMPANIES

SERVICE. ABOVE ALL

Name _____

Servers Test

Score 29 / 35

Multiple Choice

9

74%

- 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
- A 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
- 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

- | | |
|--------------------------|---|
| <u>D</u> Scullery | <u>A</u> Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</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>B</u> Chaffing Dish | <u>C</u> Used to hold a large tray on the dining floor |
| <u>G</u> French Passing | <u>D</u> Area for dirty dishware and glasses |
| <u>A</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>C</u> Tray Jack | <u>G</u> Style of dining in which the courses come out one at a time |



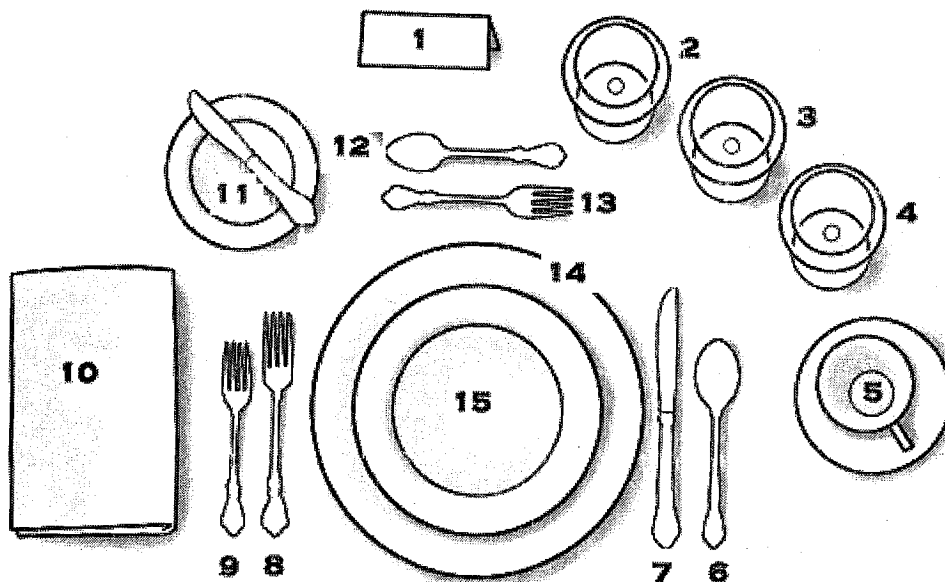
THE SERVICE
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Score / 35



Match the Number to the Correct Vocabulary

- | | | | | |
|-----------|-----------------------|-----------|----------|------------------------------|
| <u>10</u> | Napkin | <u>3</u> | <u>7</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> | <u>4</u> | Wine Glass (White) |
| <u>4</u> | Water Glass | | | |

Fill in the Blank

- The utensils are placed 10 (1) inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? napkins cream & sugar
- Synchronized service is when: same time
- What is generally indicated on the name placard other than the name? seat number
- The Protein on a plate is typically served at what hour on the clock? 10
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
grant request take to supervisor to change order