

# Carlian Bartholomew

## **Server**

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## Work Experience

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### **Server**

Denny's

2017 to 2019

Assist customers with their orders, provided excellent customer service, greet all customers, seat customers that has not been seated, up sale on orders, and ensure the work space was a clean and healthy environment.

### **Sales Associate**

Best Buy

2017 to 2018

Sell the most expensive product, accept payments for Best Buy Credit card, assist all customers in need, order items online for customers, produce a lot of revenue, persuade customers to get protection on their items. • Provided a quick and exceptional customer experience

### **Sales Associate**

Bath & Body Works

2017 to 2018

Replenish products on sales floor, assist customers when needed, greet all customers that enter, help the customers make a purchase, increase sales, always clean and make sure things are neat and in the right place.

## Education

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### **Bachelor's Degree in Business Administration**

Fitchburg State University - Fitchburg, MA

2019 to 2022

### **Bartending School in Hospitality**

Drink Masters Bartending School - Boston, MA

December 2019 to December 2019

### **Insurance & Financial Services Program**

Hartford Job Corps Academy - Hartford, CT

2018 to 2018

Holyoke Community College - Holyoke, MA

2017 to 2017

**Servers Test**

**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

L

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

L

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

L

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

C

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

C

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**

E

Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

D

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)

A

Chaffing Dish

C. Used to hold a large tray on the dining floor

G

French Passing

D. Area for dirty dishware and glasses

B

Russian Service

E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F

Corkscrew

F. Used to open bottles of wine

C

Tray Jack

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