

# ACROBAT OUTSOURCING

## TSC GROUP

First and Last Name: Sydney Backus  
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### Working Experience:

Company Name: SDA TeleServices  
Dates of Employment: 10-19 Current  
Job Responsibility:

- Fund raise by telephone for
- Alliance theatre
- -
- -

Company Name: Goodwill Industries  
Dates of Employment: 8-19 10-19  
Job Responsibility:

- Sorted Clothing donations
- Hung them on hangers
- -
- -

Company Name: Courtyard Hotel by Marriott  
Dates of Employment: 1-19 8-19  
Job Responsibility:

- Cleaned Hotel rooms
- Washed Dried Folded Hotel Laundry
- -
- -

### Skills

- 25 plus Customer Service Exp
- ~~Hospitality~~ Hospitality Exp
- P.O.S. Exp

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Housekeeping Test

- During which of the following situation(s) should you wear gloves?
  - When handling disinfectant solutions
  - When cleaning guest rooms
  - When handling soiled linen
  - When handling or disposing of waste
  - All of the above
- Which of the following should be cleaned daily?
  - Chairs, lamps, and tables
  - Tabletops, bed, and handrails
  - Grab bars, light, tops of doors and counters
  - Floors, sinks, toilets, and latrines
  - All of the above
- True or False: You do not need to use a separate cloth for cleaning bathrooms.
- True or False: Dusting is most commonly used for cleaning walls, ceiling, doors, windows and furniture.
- Should the following be cleaned daily or weekly? Circle one.
 

a) Floors	Daily/ Weekly
b) Toilets and latrines	Daily/ Weekly
c) Carpets in guest rooms	Daily/ Weekly
d) Carpets in offices	Daily/ Weekly
e) Soiled linen	Daily/ Weekly
- The best way to clean the floors:
  - Scrubbing
  - Dry sweeping and dusting
  - Sweeping, mopping and dusting
  - Wet mopping
- What should do if you spill liquids or see a liquid spill?
  - Leave it for someone else to clean- up
  - Wait until the end of your shift to clean it
  - Flag the spill and clean it up immediately
  - Not sure
- The proper procedure for cleaning spills of blood and other body fluids is:
  - Wearing gloves, clean with cloth soaked in chlorine solution and follow up with disinfectant solution
  - Find the janitor on- duty and ask him to clean it up
  - Grab whatever is closest and wipe up immediately, then mark "Biohazard"
  - Nothing
- What do you do if you encounter with bed bugs in a guest room?
 

TELL Someone ASAP - Leave the room

- What do you do if you find Lost and Found items in a guest rooms?

TRY TO FIND THE ITEM TAKE TO HOTEL MANAGEMENT OR HOUSEKEEPING SUPER

- Describe the difference between a disinfectant and a cleaning solution?

A disinfectant kills Germs

Cleaning Solution Smells Good

## 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
  

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
  

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
  

d

- 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

       Scullery

       Queen Mary

A Chaffing Dish

       French Passing

       Russian Service

E Corkscrew

E 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

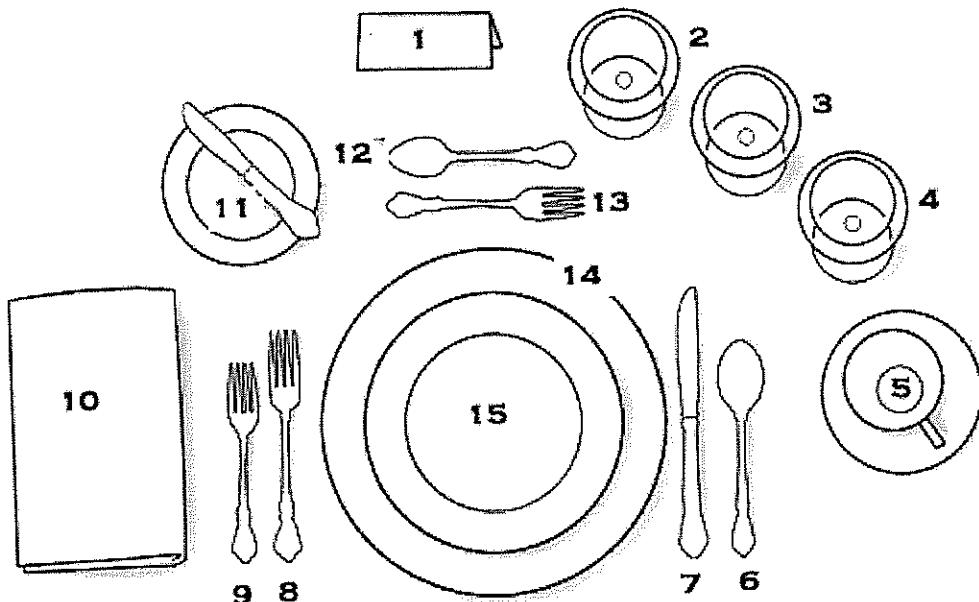
F. Used to open bottles of wine

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



Servers Test

Name Sydney Bracken  
Score / 35



Match the Number to the Correct Vocabulary

<u>10</u>	Napkin	<u>9</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>8</u>	Dessert Fork	<u>13</u>	Salad Fork
<u>6</u>	Soup Spoon	<u>14</u>	Service Plate
<u>15</u>	Salad Plate	<u>3</u>	Wine Glass (White)
<u>4</u>	Water Glass		

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? 16 Glass of Ice water.
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? 12 o'clock.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
Make order immediately