

**Servers Test**

Score / 35

**Multiple Choice**

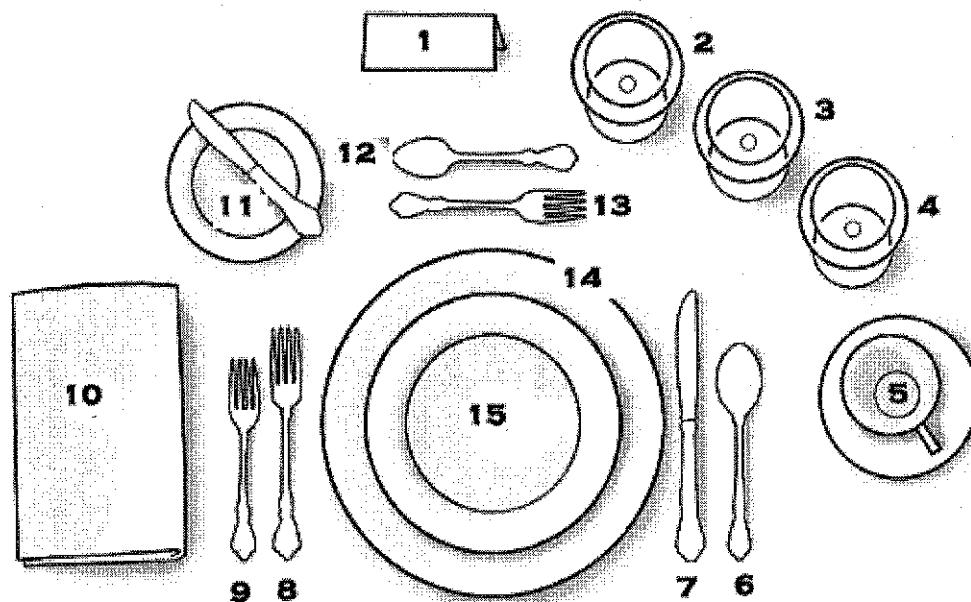
- 1) Food is served on what side with what hand?
  - a) On the left side with the left hand
  - b) On the left side with the right hand
  - c) On the right side with the left hand
  - d) On the right side with the right hand
  
- 2) Drinks are served on what side with what hand?
  - a) On the left side 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
  
- 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
  
- 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
  
- 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
  
- 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>F</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>A</u>	Chaffing Dish	<u>C.</u> Used to hold a large tray on the dining floor
<u>B</u>	French Passing	<u>D.</u> Area for dirty dishware and glasses
<u>G</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

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**Match the Number to the Correct Vocabulary**

<u>10</u>	Napkin	<u>8</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> <u>3</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> <u>2</u>	Water Glass		

**Fill in the Blank**

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

TELL THE KITCHEN TO GET IT READY

→ all plates served at the same time

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  
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 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

C 4) Which side of the plate would you place forks?  
 a) On the left with the salad fork on the outside and dinner fork on the inside  
 b) On the left with the salad fork on the inside and dinner fork on the outside  
 c) On the right with the salad fork on the outside and dinner fork on the inside  
 d) On the right with the salad fork on the inside and dinner fork on the outside

C 5) Which side of the plate would you place knives?  
 a) On the left with the blade facing out  
 b) On the left with the blade facing in  
 c) On the right with the blade facing out  
 d) On the right with the blade facing in

C 6) If there is a fork and spoon at the top of a table setting they are used for which course?  
 a) Salad and soup  
 b) Extra if you drop silverware on the floor  
 c) Entrée  
 d) Dessert and coffee

B 7) What is the correct order for glasses (the first glass being closest to the guest)?  
 a) Water glass, red wine glass and white wine glass  
 b) White wine glass, red wine glass and water glass  
 c) Water glass, white wine glass and red wine glass  
 d) Red wine glass, white wine glass and water glass

B 8) 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 9) When you are setting a dining room how should you set up your table cloths?  
 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 10) 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



1) After brewing a pot or kettle of coffee how long is the coffee good for until you need to re-brew?

- a) 20 minutes
- b) 30 minutes
- c) 60 minutes

2) What are the basic ingredients of a Latte?

- a) Water, Milk, Espresso
- b) Milk, Espresso, Foam
- c) Water, Espresso, and Foam

B

3) When making cup of tea for a customer, how long should you tell the customer to let the tea bags steep?

- a) 2 minutes
- b) 4 minutes
- c) 5 minutes

4) When steaming milk for a beverage, what temperature should you steam the milk to?

- a) 120-130 degrees
- b) 150-160 degrees
- c) 175-195 degrees
- d) 180-200 degrees

5) Once an Espresso Shot has been pulled from an Espresso machine, how long do you have to mix the shot with other liquid before the shot goes bad?

- a) 5 seconds
- b) 10 seconds
- c) 20 seconds
- d) 30 seconds

B

6) In what country is coffee believed to be originated from?

- a) Arabia
- b) Ethiopia
- c) England

7) The average cup of coffee contains how much caffeine?

- a) 50-100 milligrams
- b) 115-175 milligrams
- c) 200-300 milligrams

8) Once you have steamed a pitcher of milk to 165 degrees, you can add more milk and re-steam?

- a) True
- b) False

9) The most important part of brewing coffee is what?

- a) The water quality
- b) The grind of the coffee
- c) The ingredients
- d) The presentation

10) Decaffeinated coffee is 100% caffeine free?

- a) True
- b) False

