**DINING ROOM**

1. Could you please mention type of restaurant do you know?
   * Buffet restaurant
   * Coffee shop
   * Specialty restaurant
   * Fine dining restaurant
   * Casual dining
   * Vegetarian restaurant
   * Cafeterias
   * etc
2. How do you prepare the bain-marie powered by steam at the buffet restaurant?
   * Remember to wear p.p.e (personal protective equipment) before start to work for safety reason
   * First to close the drain valve of the bain-marie
   * Then fill the bain-marie with water up to the maximum level (hot water if possible)
   * Open the steam valve slowly and let the steam to heat up the water in the bain-marie
   * Check the temperature of the water with the minimum of 140ºf and maximum of 194ºf as per regulation
   * Then the hot food ready to be displayed on the bain-marie.
   * Set up the serving utensil for the food
3. What type of chinaware will you prepare when you set up the line?

Appetizer plate, soup bowl, salad and dinner plate, dessert plate

1. What type of silverware will you prepare when you set up the line?

Fork, spoon, knife

1. Mention types of coffee do you know?
   * Black coffee or regular coffee no milk
   * Decaffeinated coffee (no caffeine)
   * Specialties coffee: Cappuccinos, espresso, macchiato, café latte, French kiss, etc
2. How do you serve regular coffee?
   * First set up the coffee cup and saucer with the tea spoon on the table
   * Prepare the sugar selections on table
   * Prepare the coffee cream using the creamer on the table
   * Serve the coffee with the coffee pot to the coffee cup prepared on the table
3. How many types of sugar do you know?
   * White sugar
   * Brown sugar
   * Splenda
   * Sweet and low
   * Equal
4. Mention the types of juices served for breakfast!

Fruit juices:

* + Orange juice
  + Apple juice
  + Cranberry juice
  + Prune juice
  + Grapefruit juice
  + Pear nectar
  + Peach nectar

Vegetable juices:

* + Tomato juice
  + V8 juice
  + Carrot juice
  + Beet root juice

1. Explain the type of cereals do you know!

Hot cereals:

* + Oat meal
  + Cream of wheat
  + Grits
  + (Serve with hot milk, brown sugar, cinnamon powder, nuts/ seeds)

Cold cereals:

* + Rice crispy
  + Frosted flakes
  + Granola

All Bran:

* + Raisin bran
  + Sultana bran
  + Fruit loop
  + Cheerios
  + Corn flakes

(Serve with cold milk, banana or berries)

1. Type of egg dishes!

pouch egg, boiled egg, fried egg (sunny side up, over easy, over well done), omellette, egg porentine, egg benedict

1. When the guest ordering for egg dishes, what type of egg dishes will you recommend and also the condiment?

* Omelet
* Fried egg
* Boiled egg
* Pouch egg
* Sunny side up
* All of the condiment is any kind of toast and any kind of jam butter, marmalade

1. What kind of cheese do you know? Tell me the example!

* Bree cheese from france
* Blue cheese from france
* Guada from holland
* Mozarella cheese from italy
* Parmesan cheese from italy
* Chedar from france
* Ricotta cheese from Italy
* Swiss cheese from Switzerland

1. Give me international menu based on chicken! (poultry)

Chicken gordon bleu, chicken parmegiana, chicken provencial, chicken breast steak, chicken drum steak

1. Give me international menu based on beef!

Tenderloin steak, serloin steak, beef stroganof, beef wellington, chateu brian

1. Give me international menu based on seafood! (Fish)

Lobster tormedor, fish and chip, grilled mahi-mahi, fried squid, grilled king prawn, tuna fish steak, grilled hallibut, grilled salmon

1. What is duty as assistant waiter?

Assistant waiter duty is assist the waiter in regard taking food order to galley and beverage, setting up tables, including lines, silver ware/glassware and collecting dished

1. Who is responsible to prepare bread and butter?

Asst. waiter

1. What is your action if the guest complaint?

* Listen carefully to the guest complaint.
* Do not interrupt when the guest talking.
* Do apologize after the guest finish talking.
* Thanking the guest for bringing the matter to our attention.
* Notice the guest that you will inform the supervisor right away about the situation happened.
* Inform the supervisor/ manager right away about the complaint.
* Let the supervisor/ manager deal with the guest and solving the problem.

1. What will you do if the restaurant are full but there are guest still come to the restaurant get meals?
   * Apologize to the guest; inform the waiter or supervisor and SPV will let them know that the restaurant is full.
   * Let the guest to wait in the nearest public lounges while they waited to be seated.
   * Note the guest name and room number.
   * Inform them that we will call them when the seat is already available
2. How do you approach the guest after main course?

Asking feedback from the guest about the food, then, present the dessert menu