

EMANON, LLC
SERVICE INTERVIEW QUESTIONNAIRE
Please answer all the questions to the best of your knowledge.

CANDIDATE NAME: _____

POSITION: _____

HOSPITALITY/SERVICE

1. How do you define "great service?"

2. Which restaurant jobs have you left by choice and why?

3. Which restaurants chose to let you go and why?

4. Of the restaurants you've worked in, which have taught you the most about guest service?

5. Are you pursuing a long-term career in the restaurant industry? Why or why not?

6. How has your sense of humor been valuable to you in the restaurant business?

7. To help us get to know you better, please rank yourself on a scale of 1-10 (10 being the highest) in each of the following areas:

| | | |
|----------------------|-------------------------|----------------------|
| _____ Wine knowledge | _____ Guest Service | _____ Team player |
| _____ Friendliness | _____ Salesmanship | _____ Food knowledge |
| _____ Communication | _____ Positive attitude | _____ Dependability |

WHAT DO YOU DO IF...

1. ... the food arrives and a member of the party is not at the table?

2. ... the guest does not like the wine you recommended?

3. ... the guest is not satisfied with his/her entree?

4. ... you realize 15 minutes later than you forgot to deliver a cocktail?

5. ... the guest mentions how much he/she enjoys chevre?

WINE KNOWLEDGE

1. What is a varietal?
2. What is a blend?
3. What is the difference between Champagne and sparkling wine?
4. What is decanting?
5. What is your favorite wine & why?

BEVERAGE KNOWLEDGE

1. Explain the following:

Twist _____
Neat _____
Straight _____
With a splash _____
On the rocks _____

2. Listed below are names of brand spirits. Please indicate which category they belong to (Vodka, Gin, Bourbon, Whiskey, etc.)

| | | | |
|---------------|-------|--------------|-------|
| Seagram's 7 | _____ | Belvedere | _____ |
| Remy Martin | _____ | Vox | _____ |
| Tangeray 10 | _____ | Stoli | _____ |
| Bailey's | _____ | JW Black | _____ |
| Jack Daniel's | _____ | Chivas Regal | _____ |
| Grand Marnier | _____ | Knob Creek | _____ |

3. What is the difference between a martini and a Gibson?
4. Please fill in the standard recipes and garnishes for the following drinks:

Manhattan

Vodka Tonic

Cosmo

Long Island Ice Tea

Cuba Libre