

MARTHA SANDINO-VARELA

(650) 834-4345

Marthasandino31@yahoo.com

PROFILE:

Highly skilled customer service professional with significant administrative experience working within Forbes 100 caliber companies. Proven ability to take initiative, meet deadlines, use diplomacy and sound judgement and work under pressure in a fast paced environment.

EDUCATION:

- LIBERTY ADULT EDUCATION, Brentwood, CA 2014
 - Medical Receptionist Course
 - Customer Relations, Communication, and Business Machines
 - Medisoft Patient Accounting and Billing Software
 - Medical Terminology
 - Typing Certificate 48wpm
- HEALD COLLEGE, San Francisco, Ca 1989
 - Business Administration
 - Typing, filing, 10key
 - Business communications
 - Business English/Business Math

SKILLS AND QUALIFICATIONS:

- Excellent Customer Service skills
- Bilingual skills – Spanish/English
- Accurate record keeping and data entry skills
- Demonstrated reliability
 - Excellent Attendance Award
- CPR/AED/First-Aid Certified
- Knowledge of HIPPA Laws and Standards
- Effective problem solving and conflict resolution skills
- Able to work independently
- Able to organize, prioritize, and efficiently complete a variety of tasks

EMPLOYMENT EXPERIENCE:

- 2011-present CULINARY STAFFING OF AMERICA, Visalia, CA
Food Service
- 2000 – 2011 PITNEY BOWES, San Francisco, CA
Customer Service Representative
Provided business services to contracted clients. Processed shipping/receiving of merchandise via FedEx, UPS, DHL and other overnight delivery companies. Performed data entry and word processing tasks utilizing MSWord. Communicated effectively with all levels of staff, executives and stakeholders in person and in writing.
- 1998-1999 JOHN HANCOCK LIFE INSURANCE, San Mateo, CA
Administrative Assistant
Contacted stock market clients to set up appointments, provided information and updates, via phone and in writing. Maintained accurate paper and electronic records.
- 1989 – 1995 SAN FRANCISCO PARATRANSIT - CERENIO MANAGEMENT GROUP, San Francisco, CA
Administrative Assistant
Processed applications for the Paratransit program of San Francisco. Assisted seniors and persons with disabilities with inquiries and problem solving. Reconciled ledger of daily account and closing activities.

Name Martha Sandino-Vaquer

Servers Test

Score 26/35

Multiple Choice

- d 1) Food is served on what side with what hand? -9
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 74%
- b 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
- c 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
- a 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 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

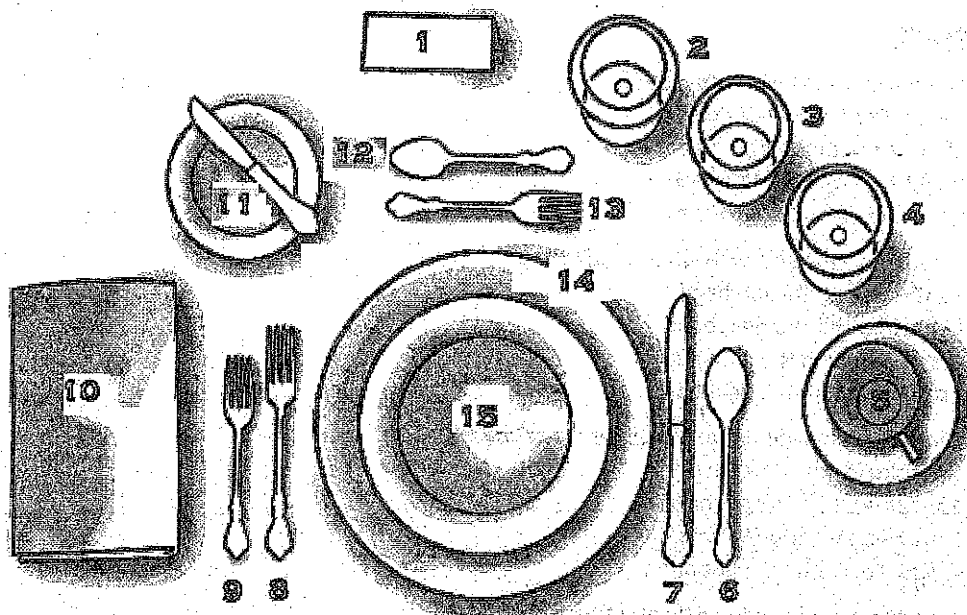
Match the Correct Vocabulary

- | | |
|--------------------------------|---|
| <u>D</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> 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) |
| <u>A</u> Chaffing Dish | C. Used to hold a large tray on the dining floor |
| <u>B</u> French Passing | D. Area for dirty dishware and glasses |
| <u>G</u> Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | F. Used to open bottles of wine |
| <u>C</u> Tray Jack | G. Style of dining in which the courses come out one at a time |

Name Martha Sandoval-Vaula

Servers Test

Score / 35



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

- The utensils are placed two inches 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? sugar
- Synchronized service is when: multiple serving
- What is generally indicated on the name placard other than the name? menu
- The Protein on a plate is typically served at what hour on the clock? 6
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Inform the Kitchen



eFoodHandlers

Certificate of Completion

Awarded To

MARTHA SANDINO-VARELA

In recognition for completing the
eFoodHandlers Basic Food Safety
CALIFORNIA Version



Certificate ID: 2015-1419124

Issued: 2/22/2015 - 12:00 AM

Expires: 02/22/2018

Official Issuer:

Cashier Test

Score 63% / 15

1) A roll of quarters is worth?

- a) \$5.00
- ☒ b) \$10.00
- c) \$15.00
- d) \$20.00

2) A roll of dimes is worth?

- ☒ a) \$5.00
- b) \$4.00
- c) \$3.00
- d) \$2.00

☒ 3) A roll of nickels is worth?

- ☒ a) \$8.00
- b) \$6.00
- c) \$4.00
- d) \$2.00

☒ 4) A roll of pennies is worth?

- ☒ a) \$1.00
- b) \$0.75
- c) \$0.50
- d) \$0.25

☒ 5) What does POS stand for?

- a) Patience over standards
- ☒ b) Percentage of sales
- c) Point of sales
- d) People over service

☒ 6) What is the current sales tax rate in your city 9% ?

7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?

- a) \$4.06
- b) \$2.06
- ☒ c) \$7.06
- d) \$5.06

8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?

- a) \$19.50
- ☒ b) \$14.50
- c) \$9.50
- d) \$4.50

9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?

- a) \$6.00
- ☒ b) \$8.00
- c) \$10.00
- d) \$12.00

10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?

- ☒ a) \$78.50
- b) \$58.50
- c) \$38.50
- d) \$28.50

A 1) Counterfeit pens should be used on which three denominations?

- a) \$20, \$50, \$100
- b) \$10, \$20, \$50
- c) \$5, \$50, \$100
- d) \$10, \$20, \$50

B 2) How many times should you count change when giving it to the customer?

- a) one
- b) two
- c) three
- d) no need to count

Question & Answer:

13) What is the minimum age for legal alcohol purchases? 21

14) What are the acceptable forms of ID for alcohol purchases? Gov or State ID, Drivers license

C 15) How many \$20 bills are in a bank band? passport