

Marlon Russ
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WORK EXPERIENCE:

11/14 – Present

UBER

Los Angeles, CA

Uber Driver

- Drive own car using the Uber Partner app to find riders in the area
- Ensure vehicle is clean and ready for driving.
- Ensure Uber sign is visible when app is on.
- Provide excellent customer service

08/13 – 08/16

Jones Networking

Washington, D.C.

Leasing Consultant

- Meeting and greeting prospects; showing apartments and model units.
- Preparation of lease and move in packet; explained lease and related paperwork.
- Process resident alteration of lease, lease renewals, and service request.
- Clerical duties: answering the telephone, filing, and typing; proficient in Yardi.

10/09 – 10/12

Feld Entertainment

Tampa, FL

Circus Performer

- Performed for patrons across the United States, hospitals, and local news stations.
- Created fun and exciting environment for children of all ages.
- Participated in PR assignments to market and promote the show.

01/08 – 10/11

Rising Stars Management

Sherman Oaks, CA

Talent Manager

- Booked clients for various roles and auditions.
- Arranged company meetings, workshops, and interviews.
- Submitted talent for feature films, commercials, and short films.
- Implemented and directed modeling and acting workshops.

01/05 – 09/06

Spirit Cruises

Washington, D.C.

Assistant Manager

- Handled inbound customer service calls for cruise information.
- Assisted with managing and training new employees.
- Processed credit cards and cash payments for tickets.
- Assisted with greeting and seating customers.

05/04 – 01/05

Walt Disney World Resorts

Orlando, FL

Team Lead

- Assisted customers with daily transactions.
- Reconciled daily register and cash amounts.
- Reviewed credit balances, adjustments and credit card denials.
- Assisted with greeting guest to assigned seats.

SKILLS: Proficient in Ms Word, Excel, Lotus, Windows, Word Perfect, Power Point, Outlook, and 6,000 keystrokes alpha and numeric. Outstanding interpersonal communication and written skills.

Servers Test

Multiple Choice

d 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

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

a 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 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

XX 10

B

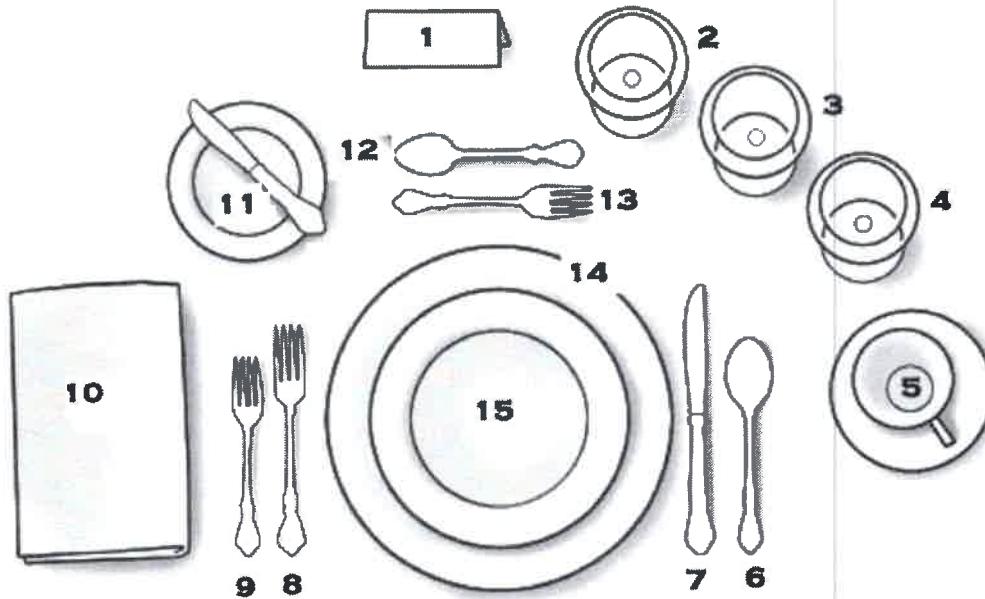
Match the Correct Vocabulary

D Scullery
E Queen Mary
A Chaffing Dish
G French Passing
B Russian Service
F Corkscrew
C 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

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>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>4</u>	Wine Glass (White)
<u>2</u>	Water Glass		

Fill in the Blank

1. The utensils are placed Thumb width from edge inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Sugar Caddy.
3. Synchronized service is when: 1.
4. What is generally indicated on the name placard other than the name? VIP Table number.
5. The Protein on a plate is typically served at what hour on the clock? 12 o'clock 6pm.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Let the chef or expediter know.