

**Yana Thompson**  
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**Skills and Qualifications:**

- Windows, MacOS; Microsoft Office, Internet Explorer, PowerPoint, Word.
- Data entry, typing, filing, conflict resolution and job interview protocol.
- Punctual, excellent verbal and written communications skills, fast learner, reliable, work well with minimal direction, team-oriented, thorough, detail-oriented, conscientious and diligent.

**Experience:**

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|--|-------------------|
| <b>Bright Edge- San Francisco, CA</b><br><i>Event Assistant</i> (Temporary) <ul style="list-style-type: none"><li>• Stuffed gift bags for visitors</li><li>• Distributed conference materials to arriving attendees</li></ul>  | <b>Oct. 2016</b>  |
| <b>American Academy of Pediatrics- San Francisco, CA</b><br><i>Event Assistant</i> (Temporary) <ul style="list-style-type: none"><li>• Assembled gift bags for conference attendees</li><li>• Counted number of guests present during keynote sessions</li></ul>   | <b>Oct. 2016</b>  |
| <b>Polaris Pacific- San Francisco, CA</b><br><i>Event Assistant</i> (Temporary) <ul style="list-style-type: none"><li>• Directed/escorted party guests to penthouse suites of buildings</li><li>• Removed dirty glasses and dishes from tables</li></ul>   | <b>Oct. 2016</b>  |
| <b>Dreamforce- San Francisco, CA</b><br><i>Registration Clerk/Usher</i> (Temporary) <ul style="list-style-type: none"><li>• Printed/assembled badges at registration counter</li><li>• Directed Keynote Session attendees to designated seating areas</li></ul>  | <b>Oct. 2016</b>  |
| <b>Oracle Open World- San Francisco, CA</b><br><i>Room Monitor</i> (Temporary) <ul style="list-style-type: none"><li>• Scanned attendee/employee badges prior to start of each meeting</li><li>• Cleared room at the end of each session</li><li>• Greeted visitors</li><li>• Answered questions posed by clients</li></ul>  | <b>Sept. 2016</b> |
| <b>Silicon Valley Communications Partners-San Francisco, CA</b><br><i>Event Assistant</i> (Temporary) <ul style="list-style-type: none"><li>• Welcomed invitees to award ceremony</li><li>• Encouraged guests to pose for photos on red carpet</li><li>• Checked tickets at the door as attendees arrived</li><li>• Monitored video recording sessions at the social media station</li></ul> | <b>Sept. 2016</b> |
| <b>Jumping Fences, Inc./S.F. Marathon- San Francisco, CA</b><br><i>Event Assistant</i> (Temporary) <ul style="list-style-type: none"><li>• Requested that spectators remain behind strategically placed barricades</li><li>• Prohibited spectators from entering the racers' chute</li></ul>   | <b>July 2016</b>  |
| <b>Destination Analysts- San Francisco, CA</b><br><i>Marketing Research Assistant</i> (Temporary) <ul style="list-style-type: none"><li>• Encouraged visitors to Pier 39 to complete a brief survey in exchange for free ice cream or coffee</li></ul>   | <b>July 2016</b>  |
| <b>Silicon Valley Communications Partners-San Francisco, CA</b><br><i>Event Assistant</i> (Temporary) <ul style="list-style-type: none"><li>• Welcomed invitees to award ceremony</li><li>• Encouraged guests to pose for photos on red carpet</li></ul>   | <b>June 2016</b>  |

Name Yana Thompson  
Score 29/35

**Servers Test**

**Multiple Choice**

-6

82%

- 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
- A 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
- DA 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
- XB 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**

- D Scullery  
E Queen Mary  
A Chaffing Dish  
G French Passing  
B Russian Service  
E 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