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Los Angeles, CA
90022

Martin R. Covarrubias

Objective

A creative individual seeking a position in a company where I can utilize my accounting skills and experience. Excellent customer service and telephone etiquette.

Experience

2010-2016 STAR Eco Station Museum Culver City, CA

Manager/Reception

Coordinated all bookings for field trips, workshops and birthday parties

Managed personnel, helped with payroll and assisted with all aspects of the business

2003-2010 Lotus Entravision Reps Los Angeles, CA

Collections Clerk/Reception

- Coordinated monthly conference calls with over 100 stations to ensure prompt payment and reconciliation of accounts
- Resolved issues with agencies pertaining AR
- Decreased payment terms over the past 7 years from 90 to 60 days
- Acted as liaison between agencies and stations

1988-2002 Mariela Communications PR Agency Torrance, CA

Assistant Manager

- I was in charge of hiring personnel for promotional events.
- Coordinated and managed all in store events and personnel
- Implemented training course for new recruits.

Education

1982-1985 High School Diploma Guadalajara, Mexico

- Ability to speak, read and write Spanish

Interests

Hiking, Running.

Name Martin R. Covarrubias

Servers Test

Score / 35

Multiple Choice

- 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
- 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
- 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
- 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
- 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
- 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

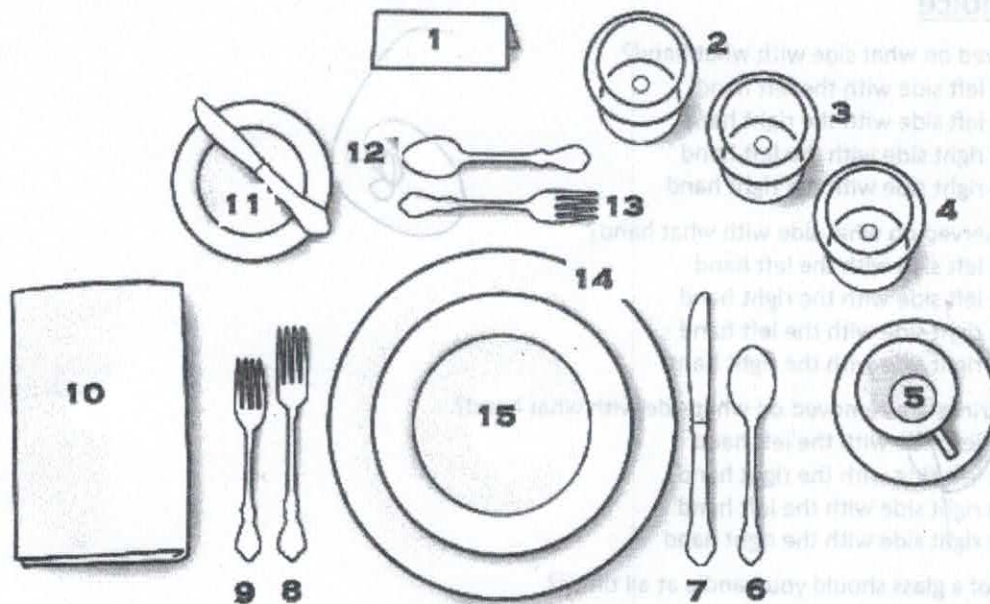
- C Scullery
D Queen Mary
A Chaffing Dish
E French Passing
B Russian Service
F Corkscrew
E Tray Jack

- 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

Name Martin R. Covarrubias

Servers Test

Score / 3



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

Fill in the Blank

- The utensils are placed 4 inches inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? sugary cream
- Synchronized service is when: everyone is served at the same time.
- What is generally indicated on the name placard other than the name? food choice
- The Protein on a plate is typically served at what hour on the clock? 6 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
talk to supervisor