

Elena Polshina

~~Los Angeles~~ • Los Angeles, CA ~~90015~~
elenamp@hotmail.com • 323-899-9137

PROFESSIONAL PROFILE

- Energetic Food Server with over 20 years of experience in a range of customer-oriented service roles
- Seasoned leader and decision maker equipped with the finesse to effectively communicate with a variety of client and personality types
- Ability to manage a team of people, delegating tasks to ensure assignments are completed in timely manner
- Strong interpersonal skills; able to successfully communicate with managers, clients, and co-workers
- Strong ability to troubleshoot and problem-solve in fast paced environments
- Team player, values a guest-driven approach to hospitality work
- Food Handler Certificate of Completion
- Fluent in Russian and English

FUNCTIONAL AREA OF EXPERTISE

Server

- Experience managing a team of servers to ensure quality of work and relay important information
- Collect and submit accurate employee work hours and report any discrepancies
- Submit evaluations of servers to document performance
- Train new servers in appropriate restaurant setup, customer service etiquette, and menu items
- Familiar with various customer dietary restrictions and preferences
- Deliver friendly and efficient service to ensure a pleasant dining experience for all guests
- Efficiently set up and break down events such as banquets, receptions, and private parties following client specifications
- Accurately total processed and collected payments from guests using the point-of-sale system, handling money processing credit and debit cards, making change, and processing gift certificates, cards, and vouchers
- Appropriately suggest additional items to customers to increase restaurant sales
- Promptly multitask served all food courses and beverages to guest
- Monitor employees' performances to increase productivity and efficiency
- Provide personable customer service by greeting and assisting customers and responding to customer inquiries and complaints
- Monitor server activities to verify customers received satisfactory service and quality goods
- Follow the procedures to adhere to health and safety standards and codes in work areas

EMPLOYMENT HISTORY

Party Staff, Los Angeles

April 2017 – May 2018

Kashtan Restaurant, Los Angeles, CA

November 2007 – May 2018

Eliseevskiy Grocery Store, Los Angeles, CA

November 2012 – November 2013

Fashion Fever, Los Angeles, CA

July 2007 - 2012

EDUCATION

Law School Graduate

1993 - 1998

Belgorod State University, Belgorod, Russia

Name Elena Polshina

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

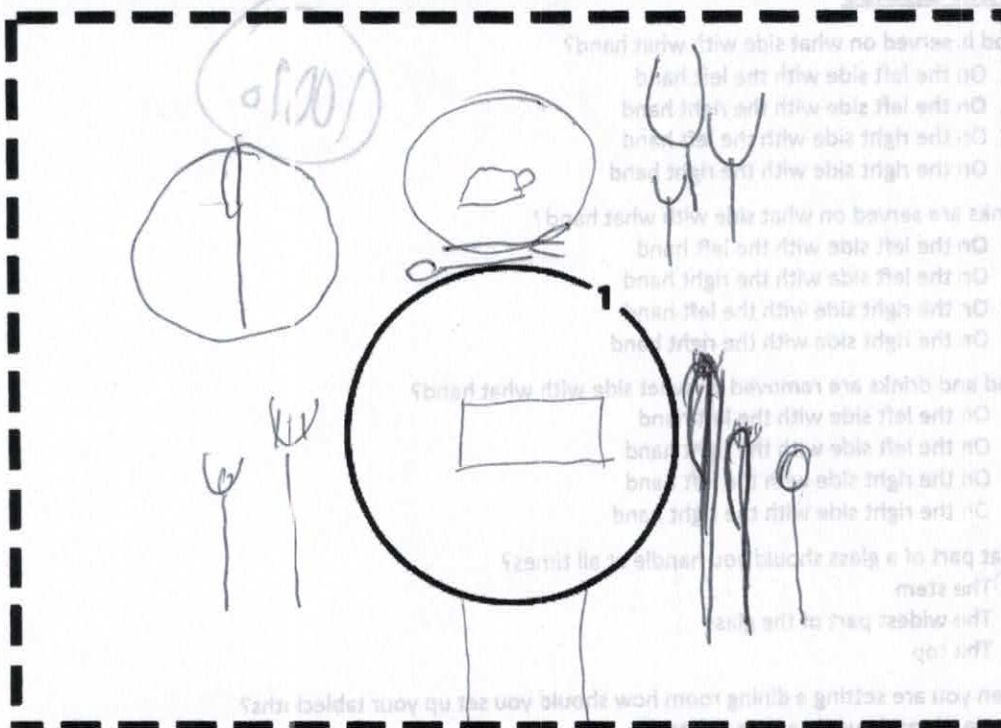
Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <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>G</u> French Passing | D. Area for dirty dishware and glasses |
| <u>B</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 |

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Servers Test

Score / 35



Draw a formal place setting containing all of the following:

- | | | |
|----------------------------|------------------|----------------------|
| 1. Service Plate | 7. Teaspoon | 13. Water Glass |
| 2. Salad Plate | 8. Soup Spoon | 14. Red Wine Glass |
| 3. Bread Plate & Knife | 9. Salad Fork | 15. White Wine Glass |
| 4. Napkin | 10. Dinner Fork | |
| 5. Name Place Card | 11. Dessert Fork | |
| 6. Tea/Coffee Cup & Saucer | 12. Dinner Knife | |

Fill in the Blank

- The utensils are placed approx. 2 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar, ~~and~~ creamers
- Synchronized service is when: Table is served ~~by~~ at the same time
- What is generally indicated on the name placard other than the name? Table #
- 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 team leader