

# Vanessa Markous

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## **Summary Skills:**

- Hospitality: Started working at a high volume restaurant at the age of 16 so I have grown to work exceptionally well under pressure. I now have 9 years of solid experience in the hospitality industry. I have both serving and cocktail serving experience. I currently work at Wolfgang Puck in LA Live as a cocktail waitress.
- Acting: Have been studying acting for four years and have experience working in film, television, music videos, and print ad commercials.
- Customer Service/Retail: Worked as a bank teller at Wells Fargo where I was responsible for keeping my drawer balanced, while handling individual/business deposits, cash withdraws, cash advances, as well as exceeding in sales by referring customers to bank tellers for new accounts.
- Education: Worked as a peer tutor for teens with Autism at Valhalla High School. I worked one on one with students and their teachers to ensure students were following the curriculum.
- Skills: Confident, great communicator, highly adaptable, quick thinker/fast learner, honest, dedicated, and open minded.

## **Work Experience Highlights:**

- *Wolfgang Puck*, Los Angeles, CA. February 2017-Present. Cocktail Waitress.  
· Serve customers cocktails and wine in a fast paced setting while presenting a professional, yet fun attitude.
- *Buffalo Wild Wings*, Glendale, CA & Santee, CA. April 2012-2017. Server/Cocktail Server.  
· Serve customers food and drinks while handling a large section with constant turnover, while also helping running food and bussing tables.
- *Wells Fargo*, Santee, CA. June 2013-January 2014. Teller.  
· Provided exceptional service to account holders by efficiently processing the customer's needs, such as deposits, withdraws, cash advances, while exceeding in sales.

*· Additional Work Experience Information Available Upon Request*

## **Education:**

- San Diego State University, San Diego, CA. Psychology.
- Grossmont College, El Cajon, CA. Communication.



Multiple Choice

b 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

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

ch b 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

-8

77%

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

1



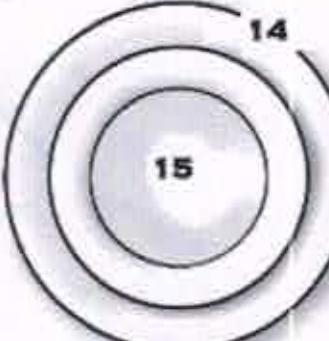
12



13



10



15



6



5

Score / 35

Match the Number to the Correct Vocabulary

8

Dinner Fork

5

Tea or Coffee Cup and Saucer

7

Dinner Knife

12

Wine Glass (Red)

9

Salad Fork

14

Service Plate

3

Wine Glass (White)

10

Napkin

11

Bread Plate and Knife

1

Name Place Card

12

Teaspoon

13

Dessert Fork

6

Soup Spoon

15

Salad Plate

2

Water Glass

4

Fill in the Blank

1. The utensils are placed \_\_\_\_\_ inch(es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? \_\_\_\_\_
3. Synchronized service is when: \_\_\_\_\_
4. What is generally indicated on the name placard other than the name? \_\_\_\_\_
5. 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? \_\_\_\_\_