

# MARLENA MACK

31 13 47TH ST, APT 3R ASTORIA NY 11103 – 805.286.2622 – MACK.MARLENA@GMAIL.COM

## PROFILE

Marlena is courteous and organized, with strong time management skills and a knack for customer service. Her hospitality experience has equipped her with charm, social preparedness, and the versatility to cater to a wide variety of personalities and demands, performing myriad tasks with dexterity and poise.

## EXPERIENCE

### OFFICE ADMINISTRATOR/FLOOR SUPERVISOR – ABAITA; NEW YORK, NY

#### ONE YEAR (PRESENT)

Office Admin/Supervisor: Manages all daytime operations for a busy midtown restaurant, including making and confirming reservations, leading the staff in setup and breakdown, managing ordering and inventory, guest relations both in-house and over the phone/email, event organization, menu creation and distribution, orchestrating the flow of service, staff training, supporting the team on the floor in any and all ways.

### OFFICE ADMINISTRATOR/LEAD HOST, SERVER – REBELLE; NEW YORK, NY

#### TWO YEARS

Office Admin/Host: Organized and operated a three-person door team serving as the face of a Michelin star-restaurant, directly handling customer service/satisfaction, making over-the-phone, online and in-person reservations. Event planning and coordination, supervision of deliveries, daily management of guest inquiries.

Server: Integral member of a front-of-house team serving over 100-covers per night. Forging and maintaining positive relationships with guests, memorization of menus and ingredients, managing fire-times and turning tables smoothly and efficiently. Training new team members, setting up/operating/breaking down the FOH, including the barista station and bar. Experience as a shift supervisor for evening and daytime operations.

### CUSTOMER SERVICE/FRONT DESK ADMINISTRATOR – YOGAWORKS EASTSIDE; NEW YORK, NY

#### ONE YEAR

Guest check-in, bookkeeping, sales, office maintenance. Studio and retail upkeep, including deep-cleaning, restocking and recording inventory. Facilitating membership sign-ups and renewals, private sessions, synchronizing instructor schedules and availability. Client troubleshooting in-person, over-the-phone, and online. Maintaining an environment of wellness and mindfulness in a bustling, high-volume studio space.

### CASHIER, SERVER – STARR CATERING, RUBIN MUSEUM OF ART; NEW YORK, NY

#### ONE YEAR

Cashier/Server: Facilitating thorough guest interactions, upselling the menu, organizing cafe inventory. Mastery of the POS, ability to set up/break down the cafe/event space. Comprehensive wine, beer, cocktail, coffee and espresso knowledge. Maintaining relationships with museum regulars, maintaining vivacious, positive energy while executing tasks methodically and efficiently on the floor.

## EDUCATION

UNIVERSITY OF CALIFORNIA, IRVINE; B.F.A. IN MUSICAL THEATRE, CREATIVE WRITING – 2014

## SKILLS

Experienced in Aloha, MICROS, Breadcrumb, OpenTable, Resy, Tock; Barista training, knowledge of wine & cocktails  
Experienced in Microsoft Suites, Google Suites, MailChimp

## REFERENCES

Leah Frederick, STARR Dir. of Catering – 646.740.7758  
David Donagrandi, Abaita GM – 917.399.7633  
Patty Diez, Rebelle Manager/Events Director – 786.395.5152  
Claire Edmonds, YogaWorks Greeter Manager – 805.610.1941

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## Employment Application

Acrobat Outsourcing is an equal opportunity employer dedicated to non-discrimination in all employment practices. Acrobat Outsourcing selects the best qualified individual for the job based on job-related qualifications regardless of race, age (40+), color, religion, gender, national origin, ancestry, marital status, sexual orientation, disability or any other status protected by applicable law.

### PLEASE PRINT

Full Name MARLENA GALE MACK Date: 5/16/19  
 Home Telephone (805) 286-2622 Other Telephone ( )  
 Present Address 31-13 47th St Apt 3R, ASTORIA NY 11103  
 Permanent Address, if different from present address: \_\_\_\_\_  
 Email Address mack.marlena@gmail.com

### EMPLOYMENT DESIRED

Position applying for: server/event staff Salary desired: 40/hr *subject to change*  
 Are you currently registered with any staffing and/or employment agencies? If so, please list \_\_\_\_\_

Are you applying for: Full-time work? Yes    No    Part-time work? Yes   X   No     
 Temporary work, e.g., summer or holiday work? Yes    No    From: \_\_\_\_\_ To: \_\_\_\_\_

How did you find out about our open position? (Please check fill in proper name of source):  
 Referral  Name of Referral SAMANTHA CHEN Newspaper  Job Fair  Agency  Company Website

Other Web Posting  Other Source   
 Could you work overtime, if necessary? Yes   X   No    If hired, on what date could you start working? 5/20/19

*Please keep in mind that schedules and shifts may vary depending on position and season. Additionally, the hours may vary from week to week, depending on the company needs. Please list only the times/days you're available to work below.*

SPECIFY HOURS AVAILABLE	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
DAILY							8AM
AM	10 AM						
PM	10 PM	5PM - 12AM	5PM - 12AM	5PM - 12AM	5PM - 12AM	4PM - 12AM	10 PM
Do you have any vacations or extended leaves planned in the next 12 months? If so, please list dates:							

### PERSONAL INFORMATION

Have you ever applied to or worked for Acrobat Outsourcing before? Yes    No   X   If yes, when? \_\_\_\_\_  
 Do you have friends or relatives working for Acrobat Outsourcing? Yes    No   X   If yes, please state name and relationship \_\_\_\_\_

If hired, would you have a reliable means of transportation to and from work? Yes   X   No   

If hired, can you present evidence of your legal right to live and work in this country? Yes   X   No   

State age if you are under 18 \_\_\_\_\_. If you are under 18, hire is subject to verification that you are of minimum legal age to work.

Are you able to perform the essential functions of the job for which you are applying? Yes   X   No   

If no, describe the functions that cannot be performed. (Note: We comply with the ADA and consider reasonable accommodation measures that may be necessary for eligible applicants/employees to perform essential functions.) \_\_\_\_\_

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Pursuant to any and all Fair Chance Ordinances, we will consider for employment qualified applicants with arrest and conviction records.

## EDUCATION & SKILLS

NAME OF SCHOOL	CITY & STATE	GRADE OR DEGREE COMPLETED	DID YOU GRADUATE?
UNIV. OF CA. IRVINE	IRVINE, CA	B.F.A. IN THEATRE	YES
Do you have any special licenses, certificates or special training? If so please list under "Special".		YES	NO
Are you computer literate? If so, list software knowledge under "Special".		YES	NO
Are you proficient with Point of Sales Systems? If so please list which ones under "Special".		YES	NO
Do you have any other experience, training, qualifications or special skills, which you feel make you especially suited for work at Acrobat Outsourcing? If so, please list under "Special".		YES	NO
Special: <b>SEE RESUME</b>			

## EMPLOYMENT HISTORY

List below all present and past employment starting with your most recent employer (last 10 years is sufficient). Account for unemployment periods of three months or more.

Are you currently employed? Yes  No  If so, may we contact your current employer? Yes  No

Name and Address of Employer ABAITA (DAVID DONAGRANDI, MGR) 145 E 49TH ST, NY NY 10017

Type of Business RESTAURANT Telephone No. (646) 808 - 5518 Supervisor's Name DAVID / HANNAH

Your Position and Duties SEE RESUME

Dates of Employment: From \_\_\_\_\_ To \_\_\_\_\_

Reason for Leaving: \_\_\_\_\_

Name and Address of Employer STAR CATERING | RUBIN MUSEUM OF ART

Type of Business MUSEUM/EVENTS Telephone No. ( ) Supervisor's Name \_\_\_\_\_

Your Position and Duties SEE RESUME

Dates of Employment: From \_\_\_\_\_ To \_\_\_\_\_

Reason for Leaving: \_\_\_\_\_

Name and Address of Employer REBELLE, 218 BOWERY

Type of Business RESTAURANT Telephone No. ( ) Supervisor's Name \_\_\_\_\_

Your Position and Duties SEE RESUME

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Dates of Employment: From \_\_\_\_\_ To \_\_\_\_\_

Reason for Leaving: \_\_\_\_\_

Name and Address of Employer \_\_\_\_\_

Type of Business \_\_\_\_\_ Telephone No. (\_\_\_\_) \_\_\_\_\_ Supervisor's Name \_\_\_\_\_

Your Position and Duties \_\_\_\_\_

Dates of Employment: From \_\_\_\_\_ To \_\_\_\_\_

Reason for Leaving: \_\_\_\_\_

Have you ever been fired from any previous place of employment? If so, please explain: \_\_\_\_\_  
↳ No \_\_\_\_\_

## MILITARY SERVICE

Have you obtained any special skills or abilities as the result of service in the military? Yes \_\_\_\_\_ No

## JOB RELATED REFERENCES

List below three persons not related to you who have knowledge of your work performance within the last three years.  
Name: DAVID DUNAGRAND Telephone No. (917) 399-7633

Address \_\_\_\_\_  
Occupation: RESTAURANT OWNER Relationship: MANAGER Number of Years Acquainted: 1  
Name: LEAH FREDERICK Telephone No. (646) 740-7758

Address \_\_\_\_\_  
Occupation: AGENT DIRECTOR Relationship: MANAGER Number of Years Acquainted: 2  
Name: CLAUDE EDMONDS Telephone No. (805) 610-1941

Address \_\_\_\_\_  
Occupation: DIRECTOR + STORE MGR Relationship: MGR Number of Years Acquainted: 3

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**Please Read Carefully, Initial Each Paragraph and Sign Below**

MM I hereby certify that I have not knowingly withheld any information that might adversely affect my chances for employment and that the answers given by me are true and correct to the best of my knowledge. I further certify that I, the undersigned applicant, have personally completed this application. I understand that any omission or misstatement of material facts on this application or on any document used to secure employment shall be grounds for rejection of this application or for immediate discharge if I am employed, regardless of the time elapsed before discovery.

MM I hereby authorize Acrobat Outsourcing to thoroughly investigate my references, work record, education and other matters related to my suitability for employment and, further, authorize the references I have listed to disclose to the company any and all letters, reports and other information related to my work records, without giving me prior notice of such disclosure. In addition, I hereby release the company, my former employers and all other persons, corporations, partnerships and associations from any and all claims, demands or liabilities arising out of or in any way related to such investigation or disclosure.

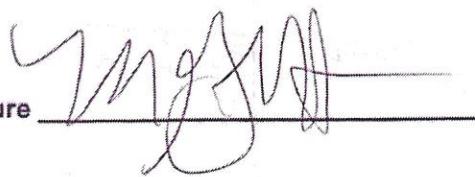
MM I hereby authorize Acrobat Outsourcing and its authorized representatives to solicit information regarding my background, which may include but not be limited to, information about my employment, education, and/or criminal history, which may be in the files of any federal, state, or local criminal justice and law enforcement agency and general public records history.

MM I understand that if selected for hire, it will be necessary for me to provide satisfactory evidence of my identity and legal authority to work in the United States, and that federal immigration laws require me to complete an I-9 form in this regard within three days of my hire date.

MM Acrobat Outsourcing is an at-will employer. I understand that nothing contained in the application, or conveyed during any interview, which may be granted or during my employment, if hired, is intended to create an employment contract between me and the company. In addition, I understand and agree that if I am employed, my employment is for no definite or determinable period and may be terminated at any time, with or without prior notice, with or without cause, at the option of either myself or the company, and that no promises or representations contrary to the foregoing are binding on the company unless made in writing and signed by me and the company's designated representative.

I hereby acknowledge that I have read and understand the above statements.

Applicant's Signature



Date

5/16/19

# Absenteeism & Tardiness Policy

All Acrobat Outsourcing employees are expected to be at their client site prepared to work at the scheduled time. Regardless of the reason, absenteeism and tardiness are subject to disciplinary action. Employees must clock in and out at all client sites.

**Absenteeism:** is defined as failure to report for work without prior approval of the Acrobat Outsourcing Staffing Supervisor.

**Tardiness:** is defined as arriving late for work or returning late from breaks/meals, or early departure from work. Walking off of an assignment may lead to disciplinary action up to termination.

## Policy

**Calling Off/Absent:** If you are not able to make it to your scheduled shift, you are required to give us 24-hour notice for a cancellation!

**Illness:** If you are sick, you are required to contact your Staffing Manager at Acrobat Outsourcing no less than 3 hours before your scheduled shift.

**NO CALL/NO SHOW:** Grounds for automatic termination.

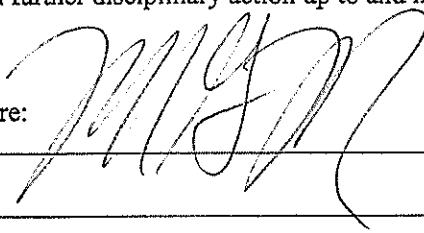
**Clocking IN/OUT:** You are required every time to clock in and out of your shift. If there is no timesheet present at the time of clocking in/out, you must notify your staffing manager immediately.

## Disciplinary Action

**First Occurrence:** Verbal Warning from Staffing Manager.

**Second Occurrence:** Employee will receive a written counseling form and placed on suspension. Any additional occurrences may result in further disciplinary action up to and including termination.

Signature:



## Injury Reporting Acknowledgement

Acrobat Outsourcing is committed to providing and maintaining a safe work environment. All employees play an important role in the safety and protection of other employees, clients, guests, and property. You must always set a good example to other employees and client's employees by following proper procedures. You must immediately report unsafe conditions as well as accidents. If your branch is located in Orlando, Atlanta or Auburn, all personnel injuries, regardless of severity, should be reported immediately to 1-800-252-5275 and give the nurse the Acrobat code: DS9800. If your branch is in another Acrobat location the injury must be reported immediately to 1-800-252-5275 and give the nurse the Acrobat code: 981100. Additionally, you must notify your supervisor or Acrobat representative. Furthermore, the injury will be investigated and you will be asked details about how the injury occurred.

Acrobat Outsourcing reserves the right to test any employee, subject to state law and/or other contractual obligations, including but not limited to preemployment (including newly hired, rehired or reinstated employees), job transfers, reasonable cause, accidents with property damage or in this case, injuries requiring professional medical treatment. In compliance with all applicable laws, separation of employment may result after:

- a positive test for any drug not prescribed by a physician
- a deliberately tampered with or adulterated sample;
- a refusal to take the test.

Asking another person to take the test, or taking the test for another employee will result in Separation of Employment for all employees involved in the incident.

Please note, providing false information, or omitting pertinent information regarding a work-related injury will lead to termination. Any employee discovered to be making a fraudulent report will be reported to the Department of Insurance Regulation and prosecuted to the full extent of the law.

I, the undersigned employee, have read and understand employee injury reporting process. I understand that any work-related injury or illness must be reported immediately to 1-800-252-5275 and the Acrobat supervisor.

Signature:

## Unlawful Harassment & Sexual Harassment Policy

Acrobat Outsourcing is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, Acrobat Outsourcing expects that all relationships among persons in the office will be business-like and free of bias, prejudice, and harassment.

Acrobat Outsourcing has developed this policy to ensure that all its employees can work in an environment free from unlawful harassment, discrimination, and retaliation. Acrobat Outsourcing will make every reasonable effort to ensure that all concerned are familiar with these policies and are aware that any complaint in violation of such policies will be investigated and resolved appropriately.

Any employee who has questions or concerns about these policies should talk with the Director of Human Resources or a member of Acrobat Outsourcing management.

These policies should not, and may not, be used as a basis for excluding or separating individuals of a particular gender, or any other protected characteristic, from participating in business or work-related social activities or discussions. In other words, no one should make the mistake of engaging in discrimination or exclusion to avoid allegations of harassment. The law and the policies of Acrobat Outsourcing prohibit disparate treatment on the basis of sex or any other protected characteristic, with regard to terms, conditions, privileges, and perquisites of employment. The prohibitions against harassment, discrimination, and retaliation are intended to complement and further those policies, not to form the basis of an exception to them.

### Equal Employment Opportunity

It is the policy of Acrobat Outsourcing to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, disability, marital status, citizenship, national origin, genetic information, or any other characteristic protected by law. Acrobat Outsourcing prohibits any such discrimination or harassment.

### Retaliation

Acrobat Outsourcing encourages reporting of all perceived incidents of discrimination or harassment. It is the policy of Acrobat Outsourcing to promptly and thoroughly investigate such reports. Acrobat Outsourcing prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports.

### Sexual Harassment

Sexual harassment constitutes discrimination and is illegal under federal, state and local laws. For the purposes of this policy, "sexual harassment" is defined, as in the Equal Employment Opportunity Commission Guidelines, as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or c) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Title VII of the Civil Rights Act of 1964 recognizes two types of sexual harassment: a) quid pro quo and b) hostile work environment. Sexual harassment may include a range of subtle and not-so-subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering, whistling or touching; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures; and other physical, verbal or visual conduct of a sexual nature.

## Harassment

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal, written or physical conduct that denigrates or shows hostility or aversion toward an individual because of his or her race, color, religion, sex, sexual orientation, gender identity or expression, national origin, age, disability, marital status, citizenship, genetic information, or any other characteristic protected by law, or that of his or her relatives, friends or associates, and that: a) has the purpose or effect of creating an intimidating, hostile or offensive work environment, b) has the purpose or effect of unreasonably interfering with an individual's work performance, or c) otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group that is placed on walls or elsewhere on the employer's premises or circulated in the workplace, on company time or using company equipment by e-mail, phone (including voice messages), text messages, social networking sites or other means.

## Individuals and Conduct Covered

These policies apply to all applicants and employees, whether related to conduct engaged in by fellow employees or by someone not directly connected to Acrobat Outsourcing (e.g., an outside vendor, consultant or customer).

Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings, and business-related social events.

## Reporting an Incident of Harassment, Discrimination or Retaliation

Acrobat Outsourcing encourages reporting of all perceived incidents of discrimination, harassment or retaliation, regardless of the offender's identity or position. Individuals who believe that they have been the victim of such conduct should discuss their concerns with their immediate supervisor, any member of Acrobat Outsourcing management, Human Resources or any ombudsman. Acrobat Outsourcing also encourages employees to report any activity to (866)326-4571. See the complaint procedure described below.

In addition, Acrobat Outsourcing encourages individuals who believe they are being subjected to such conduct to promptly advise the offender that his or her behavior is unwelcome and to request that it be discontinued. Often this action alone will resolve the problem. Acrobat Outsourcing recognizes, however, that an individual may prefer to pursue the matter through complaint procedures.

Individuals who believe they have been the victims of conduct prohibited by this policy or believe they have witnessed such conduct should discuss their concerns with their immediate supervisor, Human Resources, any member of Acrobat Outsourcing management or any ombudsman. Individuals may also report suspicious activity to (866) 326-4571.

Acrobat Outsourcing encourages the prompt reporting of complaints or concerns so that rapid and constructive action can be taken before relationships become irreparably strained. Therefore, while no fixed reporting period has been established, early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment.

Any reported allegations of harassment, discrimination or retaliation will be investigated promptly. Employees will be provided a Harassment Reporting Form. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.

Acrobat Outsourcing will maintain confidentiality throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself will be subject to disciplinary action. Acts of retaliation should be reported immediately and will be promptly investigated and addressed.

Misconduct constituting harassment, discrimination or retaliation will be dealt with appropriately. Responsive action may include, for example, training, referral to counseling or disciplinary action such as a warning, reprimand, withholding of a promotion or pay increase, reassignment, temporary suspension without pay, or termination, as Acrobat Outsourcing believes appropriate under the circumstances.

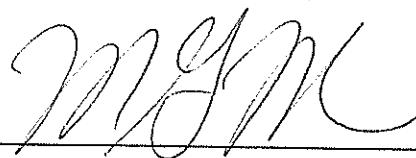
If a party to a complaint does not agree with its resolution, that party may appeal to Steve Scher, Chief Executive Officer.

False and malicious complaints of harassment, discrimination or retaliation (as opposed to complaints that, even if erroneous, are made in good faith) may be the subject of an appropriate disciplinary action.

#### Acknowledgment

I have read and understand all above policies

Signature



## Confidentiality & Non-Disclosure Agreement

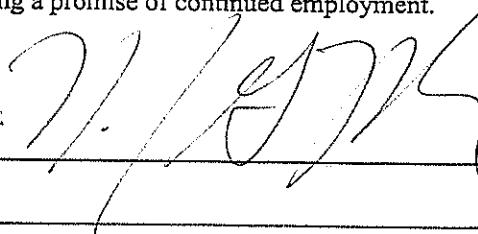
I, the undersigned employee, understand that in the course of my employment with Acrobat Outsourcing, I may have access to and become acquainted with information of a confidential, proprietary or secret nature which is or may be either applicable or related to the present or future business of Acrobat Outsourcing, its research and development, or the business of its customers. Such trade secret information includes, but is not limited to, software, inventions, processes, compilations of information, records, specifications and information concerning customers and/or vendors.

I agree that I will not disclose any of the above mentioned trade secrets, directly or indirectly, or use them in any way, either during the term of my employment or at any time thereafter, except as required in the course of my employment with Acrobat Outsourcing. I understand that I am immune from civil or criminal liability for disclosing trade secrets for the purpose of reporting or investigating a suspected violation of law, or for disclosing trade secrets in a legal proceeding if the information is filed under seal..

I also understand that client lists of Acrobat Outsourcing, for which I have, or may have, access to during my employment, are trade secrets and shall be solely the property of Acrobat Outsourcing. I agree that I shall neither directly nor indirectly solicit business as to products or services competitive with those of [Acrobat Outsourcing] based on information from the client lists.

Finally, I understand that I am an at-will employee of Acrobat Outsourcing and that this agreement is not to be construed as constituting a promise of continued employment.

Signature:



[Download Form](#)



## Case Verification Number: 2019137131920AM

Report prepared: 05/17/2019

### Company Information

Company ID: 139349

Company Name: Acrobat Outsourcing

Client Company ID: 139349

Client Company Name: Acrobat Outsourcing

### Employee Information

Name: Marlena G. Mack

Date of Birth: 11/07/1992

U.S. Social Security Number: \*\*\*-\*\*-8060

Employee's First Day of Employment: 05/17/2019

Citizenship Status: U.S. Citizen

### Document Information

List A Document: U.S. Passport or Passport Card

Document Number: 548186401

Expiration Date: 08/09/2026

### Case Information

Current Case Result: Closed

Case Submitted By: Debbie McKee

Case Status: Employment Authorized

Reason for Closure: Employment Authorized Auto Close