

# Karen Martinez

## Front desk/Dental Assistant

Elizabeth, NJ 07202

[Karenm903@gmail.com](mailto:Karenm903@gmail.com)

(908) 727-2327

## Work Experience

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### Billing Manager

Dental office - Roselle Park, NJ

November 2016 to Present

- Making phone calls to insurance companies about claims. Processing and following up the status of claims.
- Verifying proper reimbursement is received for services provided.
- Making sure all balances are correct in the computer and in charting. Collecting all outstanding balances from patients
- Documenting and coding information, interpreting medical records.
- Entering insurance claims data into the computer.

### Front desk/Dental Assistant

Ack Smiles - Springfield, NJ

November 2015 to February 2016

- Used great customer service skills and experience to serve patients in person and/or over telephone
- Assist dentist with instruments and materials during procedures
- Use suction and other dental equipment when needed while treatment is being performed
- Making sure rooms are properly cleaned and sanitized before each patient
- Sterilize dental instruments
- Prepare patients for treatment
- Schedule patients appointments by using Dentrix
- Paperless office; scan all patient records into proper file

### Hostess/Server

The Lobby - Elizabeth, NJ

August 2014 to December 2015

- Greet guests in a warm and friendly manner
- Present great knowledge of menu and daily specials
- Manage tables and seating in an organized matter
- Answer calls and take Reservations
- Handle high volumes of cash and process credit/debit card transactions

### Secretary

Glass Form USA LLC - Jersey City, NJ

February 2012 to December 2014

- Assist Customers in order placement and with account information
- Arrange deliveries with customers and trucking companies



- Responsible for answering calls, taking messages, filing orders, and resolving all customer concerns
- Set up and organize company files
- Operate office printers, photocopiers, scanners, voicemail systems and computers

### **Bartender/Server**

Tequila's Grill - Elizabeth, NJ

September 2012 to April 2014

- Attend to guests sitting in the bar and dining room areas in a timely manner
- Give customers an extraordinary experience and great hospitality
- Demonstrate ability to keep the bar organized, stocked, and sanitary
- Develop and Maintain great preparation skills
- Interact with guests in a professional manner

### **Sales Associate**

Crumbs Cake Bakeshop (EWR) - Newark, NJ

March 2011 to December 2011

- Provided excellent customer service
- Present great product knowledge
- Train and assist new sales associates on products, customer retention, and customer satisfaction.
- Receive deliveries and restock cupcakes daily
- Responsible in making sure all work stations are neat and clean

### **Sales Associate**

Spa White - Edison, NJ

December 2008 to April 2009

- Responsible to open and close kiosk.
- Provided accurate information concerning dental health to prospective clients.
- Responsible for up-selling and cross-selling teeth whitening packages.
- Responsible for attracting customers to the kiosk by being enthusiastic and engaging.
- Responsible for setting up the kiosk and properly cleaning it before leaving.

### **Sales Associate**

Payless Shoe Source - Elizabeth, NJ

October 2007 to December 2008

- Provided customers with friendly service and assisted their shoe purchase by providing recommendations.
- Responsible for stocking all shoe deliveries and placing them on display within the store.
- Processed all sales transaction made by cash, credit card or debit cards; handled returns and exchanges.
- Responsible for cashing out drawer properly with minimal to no errors.

## **Education**

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Union County College

Elizabeth High School

2005 to 2009



## Additional Information

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- ☐ Motivated individual with a great deal of customer service and sales experience
- ☐ Very knowledgeable of the expectations of a growing successful business
- ☐ Ready to take on a challenging environment to achieve corporate and individual goals
- ☐ Proactive team leader who is experienced in building strong business relationships



# Interview Note Sheet

Name: Karen Martinez	Interviewer: Jo Paik
Date: 06/20/19	Rate of Pay: \$13, \$14
Position(s) Applied For: Server/Bartender	Referred by: Indeed

Test Scores					
Server	/35	% Bartender	/30	%	
Prep Cook	/15	% Barista	/10	%	
Grill Cook	/40	% Cashier	/10	%	
Dishwasher	/10	% Housekeeping	/15	%	

Seeking
Full-Time
Part-Time

- Relevant Experience & Summary of Strengths
- Billing Manager @ Dental Office
  - Current
  - The Lobby Hostess & server for 1 year
  - can carry a tray
  - Tequila's Grill in Elizabeth
  - Bartender/Server for 2 years
- Total of \_\_\_\_\_ in Food Service
- \* 20 miles or 30 min from work/home

P.O.S. Experience: Y / N details: \_\_\_\_\_

Transportation: Car Public Transit Carpool ( Rider / Driver )

Regions Available to Work: North NJ South NJ Central NJ Elizabeth Jersey Shore

Contractors: TIPS Serv-Safe LEAD Other \_\_\_\_\_ Will Submit

Availability: Open AM only PM only Weekdays only Weekends only

Details: Thurs & Sat at 4pm - Sun open

Uniforms: Bistro Black Bistro Tuxedo 1/2 Tuxedo Black Vest Long Black Tie

Chef Coat Black Pants Knives Non-Slip Shoes Bow Tie Other: \_\_\_\_\_

Would you recommend this applicant for Acrobot Academy? \_\_\_\_\_

Convention Candidates? \_\_\_\_\_

Other Languages Spoken: \_\_\_\_\_



**Multiple Choice (6 points)**

- C 1) Carbonation \_\_\_\_\_ the rate of intoxication.  
a) Slows down  
b) Speeds up  
c) Does nothing to
- B 2) What are the six most commonly used spirits?  
a) Sweet and Sour, Triple Sec, Grenadine, Midori, Lime Juice and Cranberry Juice  
b) Vodka, Whiskey, Gin, Bourbon, Rum and Tequila  
c) Chardonnay, Cabernet Sauvignon, Champagne, Merlot, Sauvignon Blanc, Zinfandel  
d) Kahlua, Vodka, Frangelico, Gin, Tequila, Spiced Rum
- B 3) You can accept an expired ID as long as all other information is correct.  
a) True  
b) False
- B 4) If someone has had too much to drink, serving them coffee will help sober them up.  
a) True  
b) False
- D 5) What are the acceptable forms of ID for Alcohol Consumption?  
a) State or Government Issued ID Card or Drivers License  
b) Passport or Passport ID Card (as long as it lists the person's date of birth)  
c) School ID or Birth Certificate  
d) A & B  
e) A, B & C
- B 6) If there is no shaker tin available to scoop ice for a drink, it is okay to use a glass.  
a) True  
b) False

30/35  
85%

**Vocabulary (9 points)**

Match the word to its definition

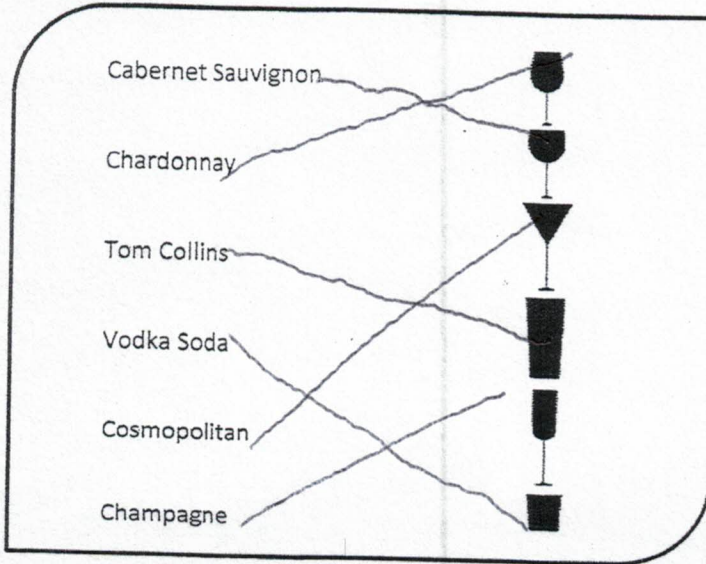
- C "Straight Up"  
f Shaker Tin  
i "Neat"  
A Muddler  
B Strainer  
E Jigger  
G Bar Mat  
J "Float"  
H "Back"

- a.) Used to crush fruits and herbs for craft cocktail making  
b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured  
c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice  
d.) To pour ½ oz of a liquor on top  
e.) Used to measure the alcohol and mixer for a drink  
f.) Used to mix cocktails along with a pint glass and ice  
g.) Used on the bar top to gather spills  
h.) Requesting a separate glass of another drink  
i.) Means to serve spirit room temperature in a rocks glass with no ice



**Glassware (6 points)**

Match the correct glass to the drink



**Answer and Question (14 points)**

Provide examples of 3 brand name "top shelf" spirits (3 points): Ciroc, Grey goose, Henney, Black label

What are the ingredients in a Manhattan? whiskey, vermouth, bitters, w/ cherry

What are the ingredients in a Cosmopolitan? vodka, triple sec, cranberry juice, lime

What are the ingredients in a Long Island Iced Tea? Vodka, gin, Rum, Tequila Sour mix

What makes a margarita a "Cadillac"? Grand marnier float (oke)

What is simple syrup? half hot water and half cold with sugar

Is it legal to pour liquor from one bottle into another? What is this called? (2 points)

Yes NO - manying bottles

What should you do if you break a glass in the ice? Throw away all the ice

When is it OK to have an alcoholic beverage while working? Never

What does it mean when a customer orders their cocktail "dirty"? Olive Juice

What are the ingredients in a Margarita? Tequila, lime juice, simple su



Name Karen Martinez

**Servers Test**

Score / 35

**Multiple Choice**

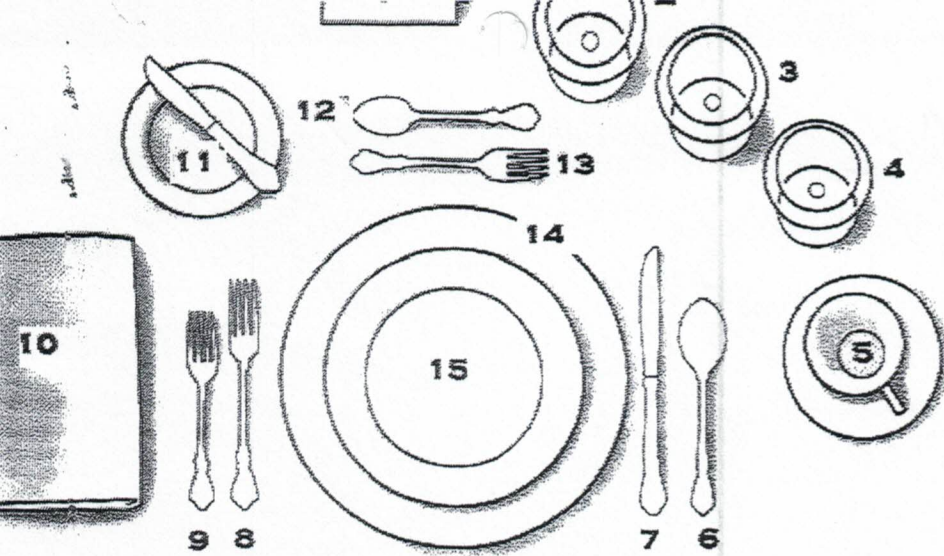
- C 1) Food is served on what side with what hand?  
 a) On the left side with the left hand  
 b) On the left side with the right hand  
 c) On the right side with the left hand  
 d) On the right side with the right hand
- C 2) Drinks are served on what side with what hand?  
 a) On the left side with 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
- C 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

24/35  
 68%

**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>B</u> French Passing  | D. Area for dirty dishware and glasses  |
| <u>G</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>A</u> Tray Jack       | G. Style of dining in which the courses come out one at a time  |





Score / 35

Match the Number to the Correct Vocabulary

- |                        |                              |
|------------------------|------------------------------|
| <u>8</u>               | Dinner Fork                  |
| <u>5</u>               | Tea or Coffee Cup and Saucer |
| <u>7</u>               | Dinner Knife                 |
| <u>2</u> <del>12</del> | Wine Glass (Red)             |
| <u>9</u>               | Salad Fork                   |
| <u>14</u>              | Service Plate                |
| <u>3</u> <del>13</del> | Wine Glass (White)           |

- |                       |                       |
|-----------------------|-----------------------|
| <u>10</u>             | Napkin                |
| <u>11</u>             | Bread Plate and Knife |
| <u>1</u>              | Name Place Card       |
| <u>12</u>             | Teaspoon              |
| <u>13</u>             | Dessert Fork          |
| <u>6</u>              | Soup Spoon            |
| <u>15</u>             | Salad Plate           |
| <u>4</u> <del>8</del> | Water Glass           |

Fill in the Blank

- The utensils are placed one inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Milk and Sugar
- Synchronized service is when: plates are served @ the same time by all servers
- What is generally indicated on the name placard other than the name? meals
- 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?  
Immediately let the Kitchen Know.