

Samantha Dragustinovis

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EDUCATION

Bachelor of Science in Human Nutrition
University of Houston – Houston, TX
Minor: Business

December 2018

EXPERIENCE

Resource Corporation of America

December 2014 to Present

Memorial Hermann TMC/Harris Health Systems

Patient Support Representative

- Screening patients for government assistance at state & federal level in both call center & hospital setting
- Verifying insurance
- Keeping weekly commitment to patients and case managers in regards to their account(s)
- Assist with cultural communication barriers between provider and patients

Athlete Training and Health- South Houston

Jan. 2019 to Present

Assistant Performance Coach

- Coaching athletes varying from ages 8-12, 12-18, and non-professional adults
- Assisting Strength and Conditioning Coaches with training and performance testing for NFL and MLS athletes
- Creating nutritional presentation for parents and athletes in regards to recovery and performance

The Woman's Hospital

Oct. 2018 to March 2019

Neonatal Nutrition Technician

- Generating labels, measures expressed breast milk/formula, calculates additives and filling feeding orders for 24- hour period, according to physician order.
- Identifying and assisting with opportunities for performance improvement activities on the unit

Audi Central Houston Dealership

February 2014 to

December 2014

Cashier/Customer Relations

- Collected payment and warranty documents from customers
- Created new position to effectively ensure new car owner satisfaction
- Raised accessory sales by 10%
- Assisted with assigning and inspecting loaner vehicles to customers

Marriott at Texas Medical Center

December 2012 to August

2013

Front Desk Agent

- Proactively prepared and planned for incoming guests by ensuring rooms were ready for vacancy
- Ensured guest concerns, questions, and problems were resolved and answered for.

The Union Kitchen

August 2012 to November 2012

Hostess

- Prepped rooms and areas for large private parties and reservations
- Anticipated planning and staffing needs

Servers Test

Multiple Choice

D

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

16

83%

A

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

D

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

A

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

Match the Correct Vocabulary

D

Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

B

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)

A

Chaffing Dish

C. Used to hold a large tray on the dining floor

G

French Passing

D. Area for dirty dishware and glasses

E

Russian Service

E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F

Corkscrew

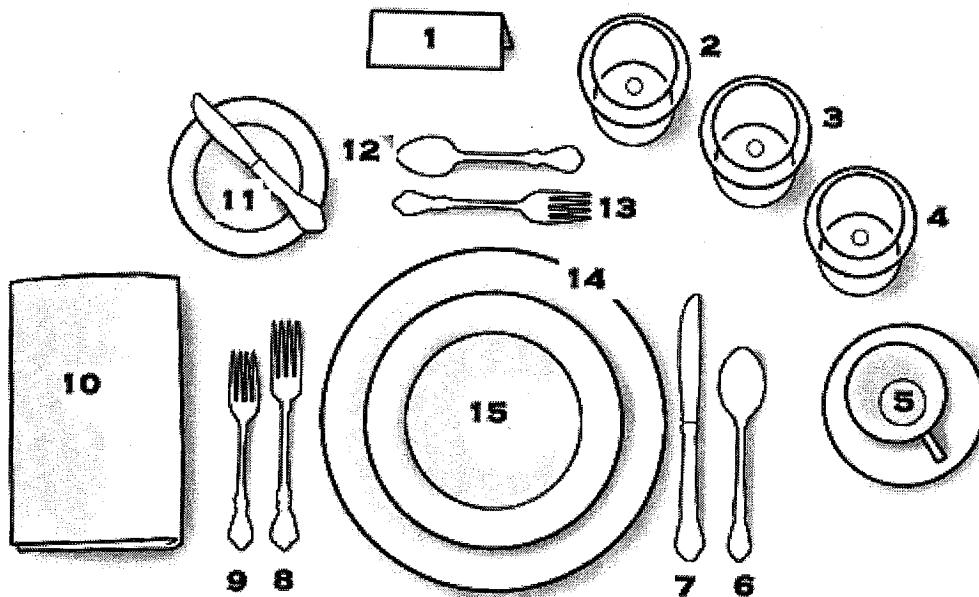
F. Used to open bottles of wine

C

Tray Jack

G. Style of dining in which the courses come out one at a time

Name _____
Servers Test _____ **Score** / 35



Match the Number to the Correct Vocabulary

10

Napkin

11

Bread Plate and Knife

1

Name Place Card

12

Teaspoon

13

Dessert Fork

14

Soup Spoon

15

Salad Plate

4

Water Glass

8

Dinner Fork

5

Tea or Coffee Cup and Saucer

7

Dinner Knife

2

Wine Glass (Red)

9

Salad Fork

14

Service Plate

3

Wine Glass (White)

Fill in the Blank

1. The utensils are placed 3 inches inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? sugar/milk/spoon.

3. Synchronized service is when: there are set times for salad/main entree, dessert, etc.

4. What is generally indicated on the name placard other than the name? table number.

5. The Protein on a plate is typically served at what hour on the clock? 11:17 pm.

6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? notify the chef