

Marina Kotelnikova-Sanchez

323-536-7955

Glendale, CA

Professional Profile

Professional searching for any position in entertainment field. Extensive retail experience, excellent customer service and professional attitude, experienced in writing and editing (international).

- Bilingual (English and Russian)
- Organization
- Time Management
- Very Attentive To Details
- Excellent People Skills
- Extraordinary Communication
- Meeting Sales Goals
- Selling To Customer Needs
- Product Knowledge
- Microsoft Office
- POS
- Cashier Machine Operating

Work History

Andrew Christian Inc

05/2019 – 08/2019

Order Operator

Picks items for each online order, organizes inventory, sorts packages all in timely manner.

IHOP

Hostess

08/20/2017 – 04/25/2018

Greets guests, finds the best placing for them, makes them feel welcomed, communicates with staff and guests, runs cashier operations, keeps surface areas clean and organized, answers calls, completes TO GO orders.

TSUM Department Store Moscow

Sale Assistant/Merchandiser



10/2013 – 09/2016

Merchandising, keeps area clean and organized, provides the best service to customers by helping them to find perfect fit with accessories. Keeps good and effective relationship with customers, make sure they are satisfied with everything they need. Does inventory and tracks sales, makes decision regarding to ordering new inventory.

Siberian News

Editor

08/2009 – 06/2013

Responsible for quality content and releasing news on time, coordinates journalists activity to provide the most quality work, monitors news, writes news and article for web-site.

08/2008 – 08/2009

Journalist

Writes news pieces, attends important events, searches for newsbreaks.

Education

BA Journalism Baikal State University of Economics and Law

2008

Servers Test

89%

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 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

E 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

B French Passing

D. Area for dirty dishware and glasses

G Russian Service

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

F Corkscrew

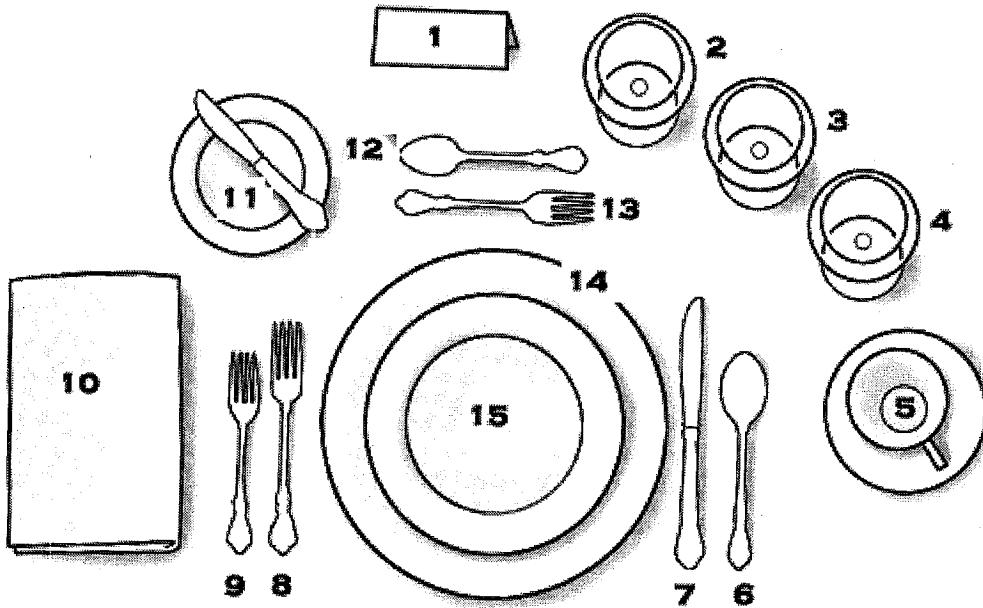
F. Used to open bottles of wine

C Tray Jack

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

Name Marina Kotelnikova - Sanchez
Score / 35

Servers Test



Match the Number to the Correct Vocabulary

<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>	Water Glass

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

Fill in the Blank

1. The utensils are placed 1 2 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Sugar, milk, sugar substitutes
3. Synchronized service is when: The same table being serviced by different servers
4. What is generally indicated on the name placard other than the name? Position/role
5. The Protein on a plate is typically served at what hour on the clock? 5 (4)
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Inform the expeditor