

# **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



Name Maria Kotelnikova-Sanchez

**Servers Test**

Score 31/35

89%

4

**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 dining 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

E

Queen Mary

A

Chaffing Dish

B

French Passing

G

Russian Service

F

Corkscrew

C

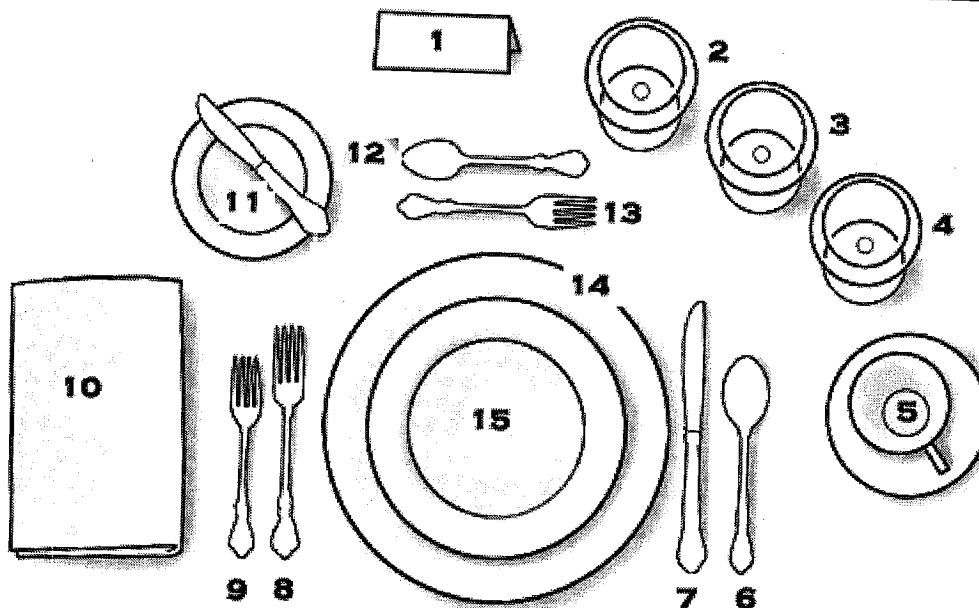
Tray Jack

- A. Metal buffet device used to keep food warm by heating it over warmed water
- 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)
- C. Used to hold a large tray on the dining floor
- D. Area for dirty dishware and glasses
- E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored
- F. Used to open bottles of wine
- G. Style of dining in which the courses come out one at a time

Name Marina Kotelnikova-Sanchez

**Servers Test**

Score / 35



**Match the Number to the Correct Vocabulary**

- |           |                       |           |                              |
|-----------|-----------------------|-----------|------------------------------|
| <u>10</u> | Napkin                | <u>8</u>  | Dinner Fork                  |
| <u>11</u> | Bread Plate and Knife | <u>5</u>  | Tea or Coffee Cup and Saucer |
| <u>1</u>  | Name Place Card       | <u>7</u>  | Dinner Knife                 |
| <u>12</u> | Teaspoon              | <u>2</u>  | Wine Glass (Red)             |
| <u>13</u> | Dessert Fork          | <u>9</u>  | Salad Fork                   |
| <u>6</u>  | Soup Spoon            | <u>14</u> | Service Plate                |
| <u>15</u> | Salad Plate           | <u>3</u>  | Wine Glass (White)           |
| <u>4</u>  | Water Glass           |           |                              |

**Fill in the Blank**

- The utensils are placed 1 2 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar, milk, sugar substitutes
- Synchronized service is when: The same table being serviced by different servers
- What is generally indicated on the name placard other than the name? Position/role
- The Protein on a plate is typically served at what hour on the clock? 5:00
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
Inform the expeditor