

CENTER FOR CITIZEN INITIATIVES  
PRODUCTIVITY ENHANCEMENT PROGRAM

**Casual Dining 2 '04 Delegation**  
**Bartlesville, OK 9/16/2004 - 10/10/2004**

<b>Name / Business City</b>	<b>Title &amp; Company</b>
<b>1. Ms. Olga Fetisova</b> <i>Volgograd, Russia</i>	Deputy General Director of Shokoladnitsa coffee house (46 employees) <i>Age: 37 English: 2 Limited</i>
<b>2. Mr. Andrey Goncharov</b> <i>Rostov-on-Don, Russia</i>	Commercial Director of Techno Club (10 employees) <i>Age: 26 English: 3 Conversational</i>
<b>3. Mr. Ramil Karimov</b> <i>Orenburg, Russia</i>	General Director of Steppe Lights (42 employees) <i>Age: 48 English: 2 Limited</i>
<b>4. Mr. Vyacheslav Komkov</b> <i>Penza, Russia</i>	Director of Coffee-Land (43 employees) <i>Age: 33 English: 2 Limited</i>
<b>5. Ms. Natalya Malakhova</b> <i>Krasnodar, Russia</i>	director of Yar-Pizza (15 employees) <i>Age: 41 English: 2 Limited</i>
<b>6. Mr. Nikolay Meshkov</b> <i>Ulan-Ude, Russia</i>	Owner and Director of PO Meshkov N.S. (8 employees) <i>Age: 31 English: 4 Semi-Fluent</i>
<b>7. Mr. Genel Mkrtchan</b> <i>Pskov, Russia</i>	Director of Cafe Kresty (18 employees) <i>Age: 44 English: 1 Speaks no English</i>
<b>8. Ms. Yelena Popova</b> <i>Kostroma, Russia</i>	Director of The Grouse Nestle Bar (30 employees) <i>Age: 39 English: 3 Conversational</i>
<b>9. Mr. Konstantin Subbotin</b> <i>Nizhny Novgorod, Russia</i>	General Director/Founder of Subbotin K.Y./Cafe "Kayuta" (25 employees) <i>Age: 37 English: 2 Limited</i>
<b>10. Ms. Nadezhda Tselova</b> <i>Tyumen, Russia</i>	General Director of Mirabilis (30 employees) <i>Age: 43 English: 1 Speaks no English</i>
<b>11. Ms. Inna Yemets</b> <i>Ussuriisk, Russia</i>	Director of Sofia (34 employees) <i>Age: 37 English: 2 Limited</i>
<b>12. Mr. Matvei Finkel</b> <i>Spokane WA, USA</i>	PEP Facilitator <i>Age: 56 English: 5 Fluent</i>
<b>13. Mr. Ilya Zlotnikov</b> <i>Portland OR, USA</i>	PEP Interpreter <i>Age: 30 English: 5 Fluent</i>

PLEASE NOTE: Delegates designated by \*\*\* are still confirming.

Date Run: 8/23/2004

**Ms. OLGA FETISOVA**  
**Deputy General Director of Shokoladnitsa coffee house (46 employees)**  
 Volgograd, Russia (CCI-Volgograd)

<p><b>Training Interests:</b></p> <ul style="list-style-type: none"> <li>-visits to pizzerias, coffee houses, &amp; casual dining establishments with outdoor seating</li> <li>-production, marketing, sales, and quality control</li> <li>-personnel management and effective management</li> </ul>	<p><b>Professional Experience:</b></p> <p>2001-Present: Current Position</p> <p>2000-2001: Director: Trade House Volga-M JSC, casual dining, retail</p> <p>1996-2000: Director, Molochny zavod JSO, retail sale of dairy products</p>
<p><b>Current Responsibilities:</b></p> <ul style="list-style-type: none"> <li>-general management and supervision</li> <li>-strategic planning, development of corporate culture</li> <li>-personnel management, hiring, and evaluation</li> </ul>	<p><b>Education:</b></p> <p>1999: Volgograd State University, finance and credit</p> <p>1995: Moscow Commerce Academy, commerce</p> <p>1988: Volgograd state Pedagogic Institute, mathematics and physics</p>
<p><b>Company's Primary Products:</b></p> <ul style="list-style-type: none"> <li>-casual dining establishment serving coffee and other nonalcoholic drinks, baked goods, soups, and salads</li> </ul>	<p><b>Personal Information:</b></p> <p>Olga is married and has a 16-year-old daughter. She enjoys cooking.</p>
<p><b>Age:</b> 37 (DOB: 9/23/1966)    <b>English Skills:</b> 2 Limited    <b>Smoker?</b> Yes    <b>Vegetarian?</b> No    <b>Allergies?</b> No</p>	

**MR. ANDREY GONCHAROV**  
**Commercial Director of Techno Club (10 employees)**  
 Rostov-on-Don, Russia (CCI-Rostov-on-Don)

<p><b>Training Interests:</b></p> <ul style="list-style-type: none"> <li>-sales &amp; marketing, attracting new markets</li> <li>-training &amp; motivating personnel</li> <li>- interior design, menu selection, &amp; sanitary norms</li> <li>- visits to private small cafes and bars, pizzerias, "Murphy's Steakhouse" and Midway Cafe if possible.</li> </ul>	<p><b>Professional Experience:</b></p> <p>2000-Present: Current Position</p>
<p><b>Current Responsibilities:</b></p> <ul style="list-style-type: none"> <li>-general management &amp; business development</li> <li>-marketing and sales, product promotion</li> <li>-price formation</li> <li>-making contracts and working with suppliers</li> <li>-customer services.</li> </ul>	<p><b>Education:</b></p> <p>2000: Rostov State University of Railway Transportation, engineering</p>
<p><b>Company's Primary Products:</b></p> <ul style="list-style-type: none"> <li>-a casual dining cafe with 50 seats serving moderately-priced regional food</li> <li>-caters primarily</li> <li>-there are 50 seats</li> <li>-caters to local residents</li> </ul>	<p><b>Personal Information:</b></p> <p>Andrey is single. He enjoys sports, being active, literature, and meeting with friends.</p>
<p><b>Age:</b> 26 (DOB: 6/27/1978)    <b>English Skills:</b> 3 Conversational    <b>Smoker?</b> No    <b>Vegetarian?</b> No    <b>Allergies?</b> No</p>	

**MR. RAMIL KARIMOV**  
**General Director of Steppe Lights (42 employees)**  
 Orenburg, Russia (CCI-Ekaterinburg)

<p><b>Training Interests:</b></p> <ul style="list-style-type: none"> <li>-financial, business &amp; strategic planning</li> <li>-personnel management, training &amp; team-building</li> <li>-advanced marketing &amp; advertising methods</li> <li>-latest equipment and recipes</li> <li>-market research &amp; branding</li> </ul>	<p><b>Professional Experience:</b></p> <p>1993-to Present: current position          1989-1993: Director, Orenburggazprom, casual dining          1987-1989: Head of Department, Gorkhoztorg, retail</p>
<p><b>Current Responsibilities:</b></p> <ul style="list-style-type: none"> <li>-personnel recruitment, training &amp; management,</li> <li>-financial, business &amp; strategic planning</li> <li>-sales, quality control &amp; market research</li> <li>-investment decision-making,</li> <li>-development of the latest methods &amp; equipment</li> </ul>	<p><b>Education:</b></p> <p>1982, Moscow University of the Soviet Trade, economics          1974, Orenburg Cooperation College, commodities</p>
<p><b>Company's Primary Products:</b></p> <p>casual dining services: a cafe for 150 seats, offering traditional Russian cuisine (soups, salads, meat etc.)</p>	<p><b>Personal Information:</b></p> <p>Ramil is married and has three sons, 27, 24, and 19, and a 15-year-old daughter.</p>
<p><b>Age:</b> 48 (DOB: 3/19/1956)    <b>English Skills:</b> 2 Limited    <b>Smoker?</b> Yes    <b>Vegetarian?</b> No    <b>Allergies?</b> No</p>	

**MR. VYACHESLAV KOMKOV**  
**Director of Coffee-Land (43 employees)**  
 Penza, Russia (CCI-Voronezh)

<p><b>Training Interests:</b></p> <ul style="list-style-type: none"> <li>-business organization and planning</li> <li>-financial planning and analysis</li> <li>-customer services organization</li> <li>-new methods, equipment, products and recipes</li> <li>-marketing advertising and sales</li> </ul>	<p><b>Professional Experience:</b></p> <p>2003-Present: Current Position          1999-2003: Director, Bonus, food wholesale &amp; retail          1994-1999: Director of Commerce, Nadezhda, wholesale and retail trade of food products          1991-1994: Cafe Manager, Kafe, fast food</p>
<p><b>Current Responsibilities:</b></p> <ul style="list-style-type: none"> <li>-organization and management</li> <li>-negotiating w/ business partners, suppliers, &amp; officials</li> <li>-financial, labor, and inventory management</li> <li>-new equipment purchasing</li> <li>-personnel management</li> </ul>	<p><b>Education:</b></p> <p>2003: management course through the Penza Restaurants Association          1993: Penza State University, engineering</p>
<p><b>Company's Primary Products:</b></p> <ul style="list-style-type: none"> <li>-three coffee houses; one is Star bucks style, another French style, and the third more casual dining</li> <li>-coffee teas, &amp; other beverages</li> <li>-cakes, pastries and ice-cream, sandwiches and salads</li> <li>-catering for parties, schools, conferences</li> </ul>	<p><b>Personal Information:</b></p> <p>Vyacheslav is married and has a 5-year-old daughter and a 4-year-old son. He enjoys reading literature, spending time with his family, the Internet, going to Russian baths, and sports.</p>
<p><b>Age:</b> 33 (DOB: 11/14/1970)    <b>English Skills:</b> 2 Limited    <b>Smoker?</b> No    <b>Vegetarian?</b> No    <b>Allergies?</b> No</p>	

**MS. NATALYA MALAKHOVA**  
**director of Yar-Pizza (15 employees)**  
 Krasnodar, Russia (CCI-Rostov-on-Don)

<p><b>Training Interests:</b></p> <ul style="list-style-type: none"> <li>-restaurant development, organization, and management</li> <li>-cooking and sales of semi-ready products</li> <li>-new methods and equipment in casual dining</li> <li>-visits to pizzerias, fast food restaurants, and national chains</li> </ul>	<p><b>Professional Experience:</b></p> <p>2002-Present: Current Position</p> <p>1994-2002: Director, Combinat of Casual dining , casual dining</p>
<p><b>Current Responsibilities:</b></p> <ul style="list-style-type: none"> <li>-General management &amp; quality control</li> <li>-introducing new equipment and methods</li> <li>-strategic planning, business development and production management and organization.</li> </ul>	<p><b>Education:</b></p> <p>1986: Krasnodar Polytechnic Institute, economics</p>
<p><b>Company's Primary Products:</b></p> <p>-a 40-seat pizzeria serving pizza and quality, moderately-priced Russian food</p>	<p><b>Personal Information:</b></p> <p>Natalya is divorced and has an 18-year-old. She enjoys walking and tourism.</p>
<p><b>Age:</b> 41 (DOB: 4/29/1963)    <b>English Skills:</b> 2 Limited    <b>Smoker?</b> No    <b>Vegetarian?</b> No    <b>Allergies?</b> No</p>	

**MR. NIKOLAY MESHKOV**  
**Owner and Director of PO Meshkov N.S. (8 employees)**  
 Ulan-Ude, Russia (CCI-Vladivostok)

<p><b>Training Interests:</b></p> <ul style="list-style-type: none"> <li>-efficient management techniques</li> <li>-modern equipment and methods used in American cafes</li> <li>-menus and recipes in American</li> <li>-personnel motivation</li> </ul>	<p><b>Professional Experience:</b></p> <p>2001-Present: Current Position</p> <p>2000-2001: Sales Manager, Kedrograd, cider kernel processing</p> <p>1994-2000 program engineer Sibirskoye OVK (Commercial Bank)</p>
<p><b>Current Responsibilities:</b></p> <ul style="list-style-type: none"> <li>-organization of the company work</li> <li>-financial management</li> <li>-personnel management</li> <li>-control over the production quality</li> </ul>	<p><b>Education:</b></p> <p>2000: Re-Training Institute of East-Siberian State University, accounting and financial management</p> <p>1994: Tomsk State Academy of Control Systems and Electronics, electronic engineering</p>
<p><b>Company's Primary Products:</b></p> <p>-fast food, including salads, sandwiches, tea and coffee</p>	<p><b>Personal Information:</b></p> <p>Nikolay is unmarried. He enjoys dancing and extreme sports.</p>
<p><b>Age:</b> 31 (DOB: 11.30.1972)    <b>English Skills:</b> 4 Semi-Fluent    <b>Smoker?</b> No    <b>Vegetarian?</b> No    <b>Allergies?</b> No</p>	

**MR. GENEL MKRTCHAN**  
**Director of Cafe Kresty (18; employees)**  
Pskov, Russia (CCI-St. Petersburg)

<b>Training Interests:</b> -organization of business and employees -hiring, training, and retaining personnel -American quality standards; -supplier relations -promotion strategies	<b>Professional Experience:</b> 1999-Present: Current position 1994-1999: Director, Pskovprodtorg, wholesale foods
<b>Current Responsibilities:</b> -financial planning and control -working controlling organizations and inspections -organizational issues -selecting personnel -perspective development of the firm	<b>Education:</b> 1987: Erevan Politechnical Institute, mechanical engineering
<b>Company's Primary Products:</b> -cafe with 25 seats -serves European food	<b>Personal Information:</b> Genel has three daughters, 9, 14, and 15 years old. He speaks Armenian and enjoys playing chess.
<b>Age:</b> 44 (DOB: 7/12/1960) <b>English Skills:</b> 1 Speaks no English <b>Smoker?</b> Yes <b>Vegetarian?</b> No <b>Allergies?</b> No	

**MS. YELENA POPOVA**  
**Director of The Grouse Nestle Bar (30 employees)**  
Kostroma, Russia (CCI-Voronezh)

<b>Training Interests:</b> -latest trends in U.S. restaurants -work organization and quality control -personnel selection, management and training -advertising, sales, and marketing -cafeterias and microbreweries	<b>Professional Experience:</b> 1999- Present: Current Position 1991-1999: Director, P&K, retail trade of food products
<b>Current Responsibilities:</b> -general management and financial planning -working with regulatory agencies & suppliers -personnel management -inventory and quality control -sales and marketing	<b>Education:</b> 2004: President Professional Training Program for Managers, marketing 2000: Modern Academy of the Humanities, law 1984: Kostroma College of Technology, commercial food product trade
<b>Company's Primary Products:</b> -styled after a traditional Russian peasant hut -offers reasonably priced traditional Russian & international cuisine	<b>Personal Information:</b> Yelena is married and has a 17-year-old daughter. She enjoys traveling, skiing, and other outdoor activities.
<b>Age:</b> 39 (DOB: 1/16/1965) <b>English Skills:</b> 3 Conversational <b>Smoker?</b> No <b>Vegetarian?</b> No <b>Allergies?</b> No	

**MR. KONSTANTIN SUBBOTIN**  
**General Director/Founder of Subbotin K.Y./Cafe "Kayuta" (25 employees)**  
 Nizhny Novgorod, Russia (CCI-Dubna)

<b>Training Interests:</b> -hotel cafes and restaurants -selecting, training, and managing personnel -financial and business planning, -buying and utilizing new equipment -modern methods and equipment	<b>Professional Experience:</b> 1999-Present: present position 1996-2000: General Director/Founder, Rost, construction 1992-1996: General Director/Founder, Stanko, construction
<b>Current Responsibilities:</b> -general and operational management -strategic, financial and business planning -marketing -personnel -equipment	<b>Education:</b> 2000: Institute of Business Development, management 1996-2000: General Director/Founder, "Rost", civil engineer Construction
<b>Company's Primary Products:</b> -moderately-priced fast food -seats 100 clients -located on a ship in a river	<b>Personal Information:</b> Konstantin has a 14-year-old son and a 7-year-old daughter. He enjoys nature, theater, traveling, meeting new people, and cooking.
<b>Age:</b> 37 (DOB: 5/5/1967) <b>English Skills:</b> 2 Limited <b>Smoker?</b> No <b>Vegetarian?</b> No <b>Allergies?</b> No	

**MS. NADEZHDA TSELOVA**  
**General Director of Mirabilis (30 employees)**  
 Tyumen, Russia (CCI-Ekaterinburg)

<b>Training Interests:</b> -organization of restaurants -new methods and equipment -personnel management -strategic and perspective planning -all types of the casual dining establishments	<b>Professional Experience:</b> 2001 to Present: current position 1993-2001: Director, Maestro, household appliance sales 1985-1993: Head of the Department, Soviet Trade College
<b>Current Responsibilities:</b> -work organization, -personnel management, training and recruitment -financial, business & strategic planning & analysis -sales and quality control -ordering & organizing new products	<b>Education:</b> 2003 to Present: attends regular business management seminars and training sessions 1985: Tyume State University, accounting
<b>Company's Primary Products:</b> -casual dining services -Russian and European dishes -serving 1000 people a week	<b>Personal Information:</b> Nadezhda is married and has two sons, 21 and 16. She enjoys downhill skiing, and speaks French.
<b>Age:</b> 43 (DOB: 8/22/1961) <b>English Skills:</b> 1 Speaks no English <b>Smoker?</b> No <b>Vegetarian?</b> No <b>Allergies?</b> No none;	

**Ms. INNA YEMETS**  
**Director of Sofia (34 employees)**  
 Ussuriisk, Russia (CCI-Vladivostok)

<p><b>Training Interests:</b></p> <ul style="list-style-type: none"> <li>-efficient management</li> <li>-modern equipment &amp; methods used in American cafes</li> <li>-personnel management and motivation</li> </ul>	<p><b>Professional Experience:</b></p> <p>1996-Present: Current Position</p> <p>1994-1996: Shop Assistant: Vitika, food sales</p>
<p><b>Current Responsibilities:</b></p> <ul style="list-style-type: none"> <li>-organization of the company work-</li> <li>-financial management</li> <li>-personnel management</li> <li>-quality control</li> </ul>	<p><b>Education:</b></p> <p>1999: Ussuriisk Branch, Primorskiy Training Center of the Russian State Statistics Committee, accounting</p> <p>1986: Vocational School, accounting</p>
<p><b>Company's Primary Products:</b></p> <ul style="list-style-type: none"> <li>-fast food, including various salads, sandwiches, pot pies, sponge-cakes, tea and coffee</li> </ul>	<p><b>Personal Information:</b></p> <p>Inna is married and has two sons, 17 and 2.        She enjoys traveling and sewing</p>
<p><b>Age:</b> 37 (DOB: 1.29.1967)      <b>English Skills:</b> 2 Limited      <b>Smoker?</b> No      <b>Vegetarian?</b> No      <b>Allergies?</b> No</p>	

**MR. MATVEI FINKEL, PEP FACILITATOR**

Matvei Finkel lives in Spokane, WA. He has been involved in American-Russian relations and translation for a long time now. In the 80's, he worked as a consultant, liaison, and interpreter for CBS News where he assisted Walter Cronkite and others in the production of programs on the former USSR. For 11 years Matvei has lectured to US citizens and organizations concerned with Soviet affairs. As well as being an author, Matvei is the President of Russian-American Island, a Russian translating, interpreting, and consulting company. He has provided interpreting and facilitating services to organizations such as USAID, AED, People to People International, the US Forest Service, and the Department of Labor and Industries. Matvei is married and has a daughter. He is a vegetarian and does not have any allergies.

**Age:** 56 (DOB: 7/1/1948)      **English Skills:** 5 Fluent      **Smoker?** No      **Vegetarian?** Yes      **Allergies?** No

**MR. ILYA ZLOTNIKOV, PEP INTERPRETER**

Ilya Zlotnikov was born in the city of Yakutsk, in the North-Eastern part of Russia. In 1995, Ilya moved to the United States with his wife and settled in Portland, Oregon. Ilya studied English Language and Literature at the Yakutsk State University. While in Yakutsk, Ilya worked as an interpreter for the local Government and for various social and economic development programs. From 1995 to 1998 he worked as the head of the Russian Department for Pacific Interpreters Inc., a Portland-based agency specializing in medical interpreting. Since March 1998 Ilya has worked as an interpreter for the Center for Citizen Initiatives. Ilya enjoys spending time with his wife and his pets, traveling, and drawing. Ilya is a vegetarian. He has no allergies and does not smoke.

**Age:** 30 (DOB: 1-3-1974)      **English Skills:** 5 Fluent      **Smoker?** No      **Vegetarian?** Yes      **Allergies?** No