

# Paola Castillo

685 Scofield Ave. #3 East Palo Alto, CA 94303 pcnunez93@gmail.com (650) 924-7466

**Objective:** Seeking the opportunity to become part of a dynamic and energetic team which makes customer services and fast friendly service a top priority. I seek the opportunity to grow not only as an individual, but also as a team oriented person.

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## Highlights and Qualifications:

<ul style="list-style-type: none"><li>• Bilingual (Spanish &amp; English)</li><li>• Cash Handling Accuracy</li><li>• Proficient in P.O.S./Aloha/Micros</li><li>• Well versed with OpenTable</li></ul>	<ul style="list-style-type: none"><li>• California Food Handler Certificate</li><li>• Merchandise &amp; Stocking</li><li>• Detail Oriented</li><li>• Customer Service</li></ul>
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### Experience:

Hostess at Chevy's, Mountain View, CA [September 2013- June 2014]

Server/Hostess at Tacolicious, Palo Alto, CA [September 2014- June 2015]

Hostess at Lure + Till, Palo Alto, CA [July 2015- December 8, 2015]

Hostess at Madera Restaurant, Rosewood Sand Hill, Menlo Park, CA [October 2014- November 2016]

Busser/Hostess at Chez TJ, Mountain View, CA [February 2016- Currently]

Hostess at Vesta, Redwood City, CA [December 2016- Currently]

### Education:

- ❖ Redwood High School, class of 2011, graduated with a 3.7 G.P.A.
- ❖ Currently enrolled in Foothill College
- ❖ Business and Administration Skills Certificate
- ❖ Perfect Attendance Award: August 2016

### Availability:

Monday and Tuesday *pm shifts only*



Paola Nunez  
644 Channing Ave  
Palo Alto, CA 94303  
(650) 3914131

#### Background Experience

Responsible cashier at Jack in the box restaurant with excellent communication skills demonstrated by half a year of experience. Also resourceful Spanish/English speaking hostess at Chevys restaurant, capable of multitasking during busy restaurant hours. As I started working I have learned to become quick, dependable patient. I have accomplished many things like maintaining daily cleanliness at the host podium and all to go sections in the kitchen. I also answer telephone calls and respond to inquires, and sit guests to tables suitable to their needs and according to rotation. In my previous job at JB I worked the graveyard shift therefore I learned to become a fast and efficient cashier and fryer. I also kept the dining room and drive thru area clean by performing cleaning duties. I have accomplished many skills that I can use for future reference at Acrobat.

#### Education

I graduated at Redwood High School in 2011 in Redwood City CA with a 3.7 gpa. I am currently enrolled at Mission College in Santa Clara for a degree in Medical Assistance. During highschool i took a course for office skills and earned an office skills certificate at Jobtrain 1200 O'Brein dr, Menlo Park, CA 94025.

I am very interested in working for you and becoming a new member. Thank you for your time.



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**Cashier Test**

**Score** 8/10

-2

b 1) A roll of quarters is worth?  
 a) \$5.00  
 b) \$10.00  
 c) \$15.00  
 d) \$20.00

c 2) A roll of dimes is worth?  
 a) \$5.00  
 b) \$4.00  
 c) \$3.00  
 d) \$2.00

d 3) A roll of nickels is worth?  
 a) \$8.00  
 b) \$6.00  
 c) \$4.00  
 d) \$2.00

a 4) A roll of pennies is worth?  
 a) \$1.00  
 b) \$0.75  
 c) \$0.50  
 d) \$0.25

c 5) What does POS stand for?  
 a) Patience over standards  
 b) Percentage of sales  
 c) Point of sales  
 d) People over service

c 6) What is the current sales tax rate in your city \_\_\_\_\_?

c 7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?  
 a) \$4.06  
 b) \$2.06  
 c) \$7.06  
 d) \$5.06

b 8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?  
 a) \$19.50  
 b) \$14.50  
 c) \$9.50  
 d) \$4.50

d 9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?  
 a) \$6.00  
 b) \$8.00  
 c) \$10.00  
 d) \$12.00

d 10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?  
 a) \$78.50  
 b) \$58.50  
 c) \$38.50  
 d) \$28.50



**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

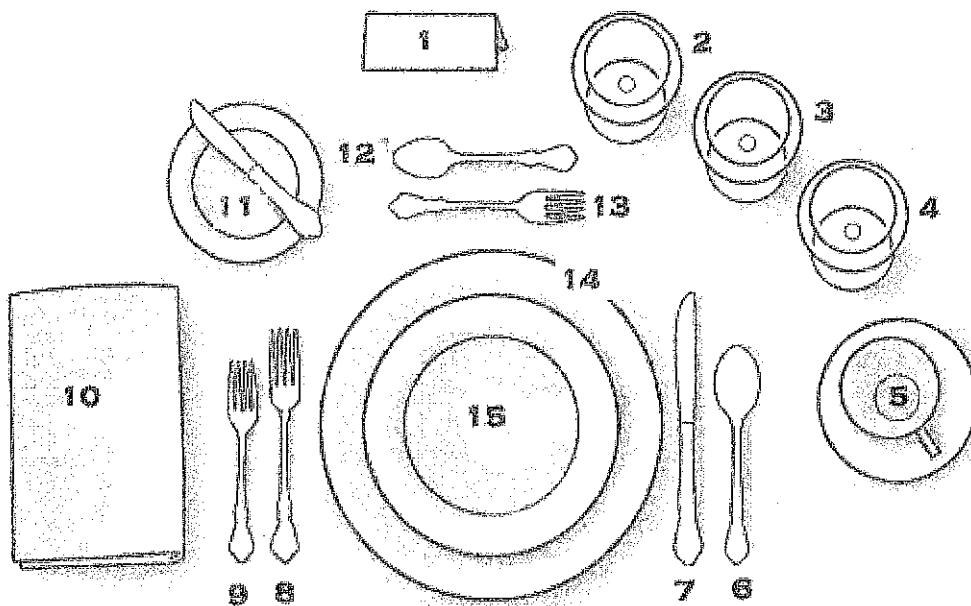
**Match the Correct Vocabulary**

_____ <b>Scullery</b>	A. Metal buffet device used to keep food warm by heating it over warmed water
_____ <b>Queen Mary</b>	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)
_____ <b>Chaffing Dish</b>	C. Used to hold a large tray on the dining floor
_____ <b>French Passing</b>	D. Area for dirty dishware and glasses
_____ <b>Russian Service</b>	E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored
_____ <b>Corkscrew</b>	F. Used to open bottles of wine
_____ <b>Tray Jack</b>	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**

_____	Napkin	_____	Dinner Fork
_____	Bread Plate and Knife	_____	Tea or Coffee Cup and Saucer
_____	Name Place Card	_____	Dinner Knife
_____	Teaspoon	_____	Wine Glass (Red)
_____	Dessert Fork	_____	Salad Fork
_____	Soup Spoon	_____	Service Plate
_____	Salad Plate	_____	Wine Glass (White)
_____	Water Glass		

**Fill in the Blank**

1. The utensils are placed \_\_\_\_\_ inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? \_\_\_\_\_
3. Synchronized service is when: \_\_\_\_\_.
4. What is generally indicated on the name placard other than the name? \_\_\_\_\_
5. 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?

## NOTICE TO EMPLOYEE

*Labor Code section 2810.5*

### EMPLOYEE

Employee Name: Paola Nunez  
Start Date: 3/2/17

### EMPLOYER

Legal Name of Hiring Employer: S.E Scher

Is hiring employer a staffing agency/business (e.g., Temporary Services Agency; Employee Leasing Company; or Professional Employer Organization [PEO])?  Yes  No

Other Names Hiring Employer is "doing business as" (if applicable):

Acrobat Outsourcing

Physical Address of Hiring Employer's Main Office:

665 Third St. Suite 415, San Francisco, CA. 94107

Hiring Employer's Mailing Address (if different than above):

Hiring Employer's Telephone Number: 415-431-8826

If the hiring employer is a staffing agency/business (above box checked "Yes"), the following is the other entity for whom this employee will perform work:

Name: \_\_\_\_\_

Physical Address of Main Office: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

### WAGE INFORMATION

Rate(s) of Pay: \$14.50 Overtime Rate(s) of Pay: \$21.75

Rate by (check box):  Hour  Shift  Day  Week  Salary  Piece rate  Commission

Other (provide specifics): \_\_\_\_\_

Does a written agreement exist providing the rate(s) of pay? (check box)  Yes  No

If yes, are all rate(s) of pay and bases thereof contained in that written agreement?  Yes  No

Allowances, if any, claimed as part of minimum wage (including meal or lodging allowances):

(If the employee has signed the acknowledgment of receipt below, it does not constitute a "voluntary written agreement" as required under the law between the employer and employee in order to credit any meals or lodging against the minimum wage. Any such voluntary written agreement must be evidenced by a separate document.)

Regular Payday: FRIDAY

## WORKERS' COMPENSATION

Insurance Carrier's Name: Integro USA Inc. dba Integro Insurance Brokers

Address: 1 State Street Plaza, 9<sup>th</sup> floor, New York, NY 10004

Telephone Number: 212-295-5440

Policy No.: LDC4042609 AOS

Self-Insured (Labor Code 3700) and Certificate Number for Consent to Self-Insure: \_\_\_\_\_

## PAID SICK LEAVE

Unless exempt, the employee identified on this notice is entitled to minimum requirements for paid sick leave under state law which provides that an employee:

- a. May accrue paid sick leave and may request and use up to 3 days or 24 hours of accrued paid sick leave per year;
- b. May not be terminated or retaliated against for using or requesting the use of accrued paid sick leave; and
- c. Has the right to file a complaint against an employer who retaliates or discriminates against an employee for
  1. requesting or using accrued sick days;
  2. attempting to exercise the right to use accrued paid sick days;
  3. filing a complaint or alleging a violation of Article 1.5 section 245 et seq. of the California Labor Code;
  4. cooperating in an investigation or prosecution of an alleged violation of this Article or opposing any policy or practice or act that is prohibited by Article 1.5 section 245 et seq. of the California Labor Code.

The following applies to the employee identified on this notice: (Check one box)

1. Accrues paid sick leave only pursuant to the minimum requirements stated in Labor Code §245 et seq. with no other employer policy providing additional or different terms for accrual and use of paid sick leave.

2. Accrues paid sick leave pursuant to the employer's policy which satisfies or exceeds the accrual, carryover, and use requirements of Labor Code §246.

3. Employer provides no less than 24 hours (or 3 days) of paid sick leave at the beginning of each 12-month period.

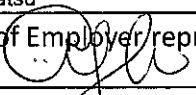
4. The employee is exempt from paid sick leave protection by Labor Code §245.5. (State exemption and specific subsection for exemption): \_\_\_\_\_

## ACKNOWLEDGEMENT OF RECEIPT

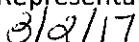
(Optional)

Erika Komatsu

(PRINT NAME of Employer Representative)



(SIGNATURE of Employer Representative)

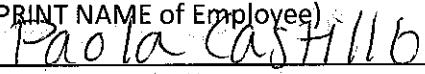


(Date)

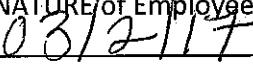
The employee's signature on this notice merely constitutes acknowledgement of receipt.

Paola Castillo

(PRINT NAME of Employee)



(SIGNATURE of Employee)



(Date)

Labor Code section 2810.5(b) requires that the employer notify you in writing of any changes to the information set forth in this Notice within seven calendar days after the time of the changes, unless one of the following applies: (a) All changes are reflected on a timely wage statement furnished in accordance with Labor Code section 226; (b) Notice of all changes is provided in another writing required by law within seven days of the changes.