

Name: Mendoza, Cynthia L Phone #: (602) 486 - 6881  
Email: Cynthiamendoza729@gmail.com Taborca ID#: 74427  
Address: 2912 Glencraig Ct San Jose, CA 95148  
Date of Birth: 12 / 1 / 68 SSN: 557 - 15 - 4811 Date of Hire: 6 / 18 / 15

**Section One**

**Employee File Checklist (note "n/a" if not applicable)**

- |   |   |
|---|---|
| <input type="checkbox"/> Resume   | <input checked="" type="checkbox"/> Confidentiality & Non-Disclosure Agreement                    |
| <input checked="" type="checkbox"/> Application for Employment  | <input checked="" type="checkbox"/> California Labor Code Form 2810.5 (California Employees Only) |
| <input checked="" type="checkbox"/> Offer Letter  | <input checked="" type="checkbox"/> Skills Test / Interview notes                                 |
| <input type="checkbox"/> Food Handlers Card/Certification   | <input checked="" type="checkbox"/> New Hire Acknowledgement Form                                 |
| Expiration ____ / ____ / ____   | <input checked="" type="checkbox"/> Additional Information/Emergency Contact                      |
| <input checked="" type="checkbox"/> Alcohol/Liquor Serving Certification  | <input checked="" type="checkbox"/> Image Release Form  |
| <input checked="" type="checkbox"/> I-9 Form and copies of required form(s) of ID (Filed in secured I-9 binder) | <input checked="" type="checkbox"/> W-4 : Single / Married ( Circle one )                         |
| <input checked="" type="checkbox"/> Sexual Harassment/Harassment Policy Acknowledgement                         | Exemptions ____   |
| <input type="checkbox"/> Authorization and Release to Obtain Information  | <input checked="" type="checkbox"/> Direct Deposit / Global Cash Card / Live Check (Circle one)   |
| <input checked="" type="checkbox"/> Designation of Personal Physician   |   |
| <input checked="" type="checkbox"/> Absenteeism & Tardiness Policy  |   |

**Section Two**

**Employee Setup**

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> E-Verify Documentation<br>CVN#: <u>2015169153238JJ</u>     | <input type="checkbox"/> Attended New Hire Orientation<br>Date: ____ / ____ / ____ |
| <input checked="" type="checkbox"/> Background Check (Sterling)<br>File Ref #: <u>16596983</u> | <input checked="" type="checkbox"/> New Hire List                                  |
| <input type="checkbox"/> Direct Deposit / Global Cash Card form sent to Payroll                | <input type="checkbox"/> Taborca   |
|  | <input type="checkbox"/> Upload Photo  |
|  | <input type="checkbox"/> Upload Resume & Food Handlers Card                        |

**Section Three**

**Emergency Contact**

Name: Andrew Wong Phone: (408) 425 - 0132 Relationship: Boyfriend



# Interview Note Sheet

Applicant Information	
Name: <u>Cynthia Mendoza</u>	Interviewer: <u>Peard</u>
Date: <u>6/18/15</u>	Rate of Pay: <u>12/hr server</u>
Position (s) Applied for: <u>Server</u>	Referred by: <u>11/cashier/concession</u>

Test Scores					
Server	/35	%	Bartender	/30	%
Prep Cook	/15	%	Barista	/10	%
Grill Cook	/40	%	Cashier	/10	%
Dishwasher	/10	%	Housekeeping	/16	%

Seeking:
<input type="radio"/> Full-Time
<input type="radio"/> Part-Time

Relevant Experience & Summary of Strengths	
Total of _____ in Food Service/Hospitality	
<ul style="list-style-type: none"> <li>Admin/Office work ideally</li> <li>Server @ Banquets / Fine Dining / Denny's</li> <li>Tray service</li> <li>Cashier @ Denny's / hotel</li> <li>Payson Glow Hotel Reception / front desk</li> </ul>	
<div style="border: 1px solid black; border-radius: 50%; padding: 10px; display: inline-block;">             Buffet/cashier server concessions event help           </div>	
P.O.S. Experience: <input checked="" type="checkbox"/> Y <input type="checkbox"/> N details: _____	

Transportation		
<input checked="" type="radio"/> Car	<input type="radio"/> Public Transit	<input type="radio"/> Carpool ( Rider / Driver )

Regions Available to work:				
SF City	SF North	SF Peninsula	East Bay	Outer East Bay
<u>San Jose</u>	<u>South San Jose</u>	<u>SJ Peninsula</u>		

Certifications (if any)				
TIPS	Serv-Safe	LEAD	Other _____	<input checked="" type="radio"/> Will Submit

Availability				
<input checked="" type="radio"/> Open	<input type="radio"/> AM only	<input type="radio"/> PM only	<input type="radio"/> Weekdays only	<input type="radio"/> Weekends only

Details: \_\_\_\_\_

Uniforms Owned:							
Bistro	Black Bistro	Tuxedo	1/2 Tuxedo	Black Vest	Long Black Tie		
Chef Coat	Chef Pants	Knives	Black Pants	Non-Slip Shoes	Bow Tie	Other: _____	

Would you recommend this applicant for Acrobat Academy?	Convention Candidate?	Other Languages Spoken:
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# Cynthia Mendoza

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2912 Glen Craig Ct, San Jose CA 95148

Cell: 602-486-6881

cynthiamendoza729@gmail.com

## Career Overview

Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success.

## Core Strengths

Strong organizational skills  
Seasoned in conflict resolution  
Courteous demeanor  
Energetic work attitude  
Adaptive team player

## Accomplishments

### *Customer Service*

- Researched, calmed and rapidly resolved client conflicts to prevent loss of key accounts.

### *Customer Interface*

- Greeted customers upon entrance and handled all cash and credit transactions.
- Assisted customers over the phone regarding store operations, product, promotions and orders.

### *Sales*

- Consistently generated additional revenue through skilled sales techniques.

## Work Experience

FLS Connect

December 2013 to May 2015

**Customer Service Rep**

Phoenix, AZ

- Earned "Top Seller" for two consecutive quarters in 2015.
- Excelled in exceeding daily credit card application goals.
- Achieved high sales percentage with consultative, value-focused customer service approach.

Merchant Profits

November 2012 to November 2013

**Verification Manager**

Phoenix, AZ

- Organized weekly sales reports for the sales department to track product success.
- Developed highly empathetic client relationships and earned reputation for exceeding sales goals.
- Created new processes and systems for increasing customer service satisfaction.

## Educational Background

**San Jose City College**

**GED: General**

San Jose, CA



## Employment Application

Acrobat Outsourcing is an equal opportunity employer dedicated to non-discrimination in all employment practices. Acrobat Outsourcing selects the best qualified individual for the job based on job-related qualifications regardless of race, age (40+), color, religion, gender, national origin, ancestry, marital status, sexual orientation, disability or any other status protected by applicable law.

### PLEASE PRINT

Full Name Cynthia Mendoza Date: 6-18-15  
 Home Telephone (602) 486 6881 Other Telephone ( ) \_\_\_\_\_  
 Present Address 2912 GlenCraig Ct San Jose CA 95148  
 Permanent Address, if different from present address: \_\_\_\_\_  
 Email Address Cynthiamendoza729@gmail.com

### EMPLOYMENT DESIRED

Position applying for: Server Salary desired: Open

Are you currently registered with any staffing and/or employment agencies? If so, please list

N/A

Are you applying for: Full-time work? Yes ☒ No ☐ Part-time work? Yes ☒ No ☐

Temporary work, e.g., summer or holiday work? Yes ☐ No ☐ From: \_\_\_\_\_ To: \_\_\_\_\_

How did you find out about our open position? (Please check fill in proper name of source):

Referral ☒ Name of Referral Michael Martinez Newspaper ☐ Job Fair ☐ Agency ☐ Company Website ☐

Other Web Posting ☐ Other Source ☐

Could you work overtime, if necessary? Yes ☒ No ☐ If hired, on what date could you start working? 6-19-15

*Please keep in mind that schedules and shifts may vary depending on position and season. Additionally, the hours may vary from week to week, depending on the company needs. Please list only the times/days you're available to work below.*

SPECIFY HOURS AVAILABLE DAILY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
AM	OPEN	OPEN	OPEN	OPEN	OPEN	OPEN	OPEN
PM	OPEN	OPEN	OPEN	OPEN	OPEN	OPEN	OPEN

Do you have any vacations or extended leaves planned in the next 12 months? If so, please list dates:

August 14, 15, 16 & 17

### PERSONAL INFORMATION

Have you ever applied to or worked for Acrobat Outsourcing before? Yes ☐ No ☒ If yes, when? \_\_\_\_\_

Do you have friends or relatives working for Acrobat Outsourcing? Yes ☒ No ☐ If yes, please state name and relationship

Michael Martinez - friend

If hired, would you have a reliable means of transportation to and from work? Yes ☒ No ☐

If hired, can you present evidence of your legal right to live and work in this country? Yes ☒ No ☐

State age if you are under 18 \_\_\_\_\_. If you are under 18, hire is subject to verification that you are of minimum legal age to work.

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Are you able to perform the essential functions of the job for which you are applying? Yes ✓ No     

If no, describe the functions that cannot be performed. (Note: We comply with the ADA and consider reasonable accommodation measures that may be necessary for eligible applicants/employees to perform essential functions.) \_\_\_\_\_

Have you ever been convicted of a felony within the past seven years, or have any pending cases currently open, including but not limited to any Active Warrants which may result in a felony conviction other than a conviction for marijuana possession or that resulted in a referral to, and participation in, any pretrial or post trial diversion program? (Please note that conviction of a crime is not an automatic bar to employment—all circumstances, including the nature, date and relevance of the offense to the position applied for will be considered.)

Yes ✓ No     

Have any of these convictions as described above involved fraud, embezzlement, passing checks, forgery, and theft, including identity theft? If yes, please state the nature of the crime(s), when and where convicted and the disposition of the case. If yes, state nature of the crime(s), when and where convicted, and disposition of the case(s). Theft in 2012 in Phoenix AZ

## EDUCATION & SKILLS

NAME OF SCHOOL <u>Silver Creek</u>	CITY & STATE <u>SJ CA</u>	GRADE OR DEGREE COMPLETED <u>12</u>	DID YOU GRADUATE? <u>yes</u>
Do you have any special licenses, certificates or special training? If so please list under "Special".		<input checked="" type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
Are you computer literate? If so, list software knowledge under "Special."		<input checked="" type="checkbox"/> YES	NO
Are you proficient with Point of Sales Systems? If, so please list which ones under "Special."		<input checked="" type="checkbox"/> YES	NO
Do you have any other experience, training, qualifications or special skills, which you feel make you especially suited for work at Acrobat Outsourcing? If so, please list under "Special."		YES	NO
Special:			

## EMPLOYMENT HISTORY

List below all present and past employment starting with your most recent employer (last 10 years is sufficient). Account for unemployment periods of three months or more.

Are you currently employed? Yes      No      If so, may we contact your current employer? Yes      No     

Name and Address of Employer \_\_\_\_\_

Type of Business \_\_\_\_\_ Telephone No. (\_\_\_\_) \_\_\_\_\_ Supervisor's Name \_\_\_\_\_

Your Position and Duties \_\_\_\_\_

Dates of Employment: From \_\_\_\_\_ To \_\_\_\_\_ Weekly Pay: Starting \_\_\_\_\_ Ending \_\_\_\_\_

Reason for Leaving: \_\_\_\_\_

Name and Address of Employer \_\_\_\_\_



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Type of Business \_\_\_\_\_ Telephone No. (\_\_\_\_) \_\_\_\_\_ Supervisor's Name \_\_\_\_\_  
Your Position and Duties \_\_\_\_\_

Dates of Employment: From \_\_\_\_\_ To \_\_\_\_\_ Weekly Pay: Starting \_\_\_\_\_ Ending \_\_\_\_\_

Reason for Leaving: \_\_\_\_\_

Name and Address of Employer \_\_\_\_\_

Type of Business \_\_\_\_\_ Telephone No. (\_\_\_\_) \_\_\_\_\_ Supervisor's Name \_\_\_\_\_  
Your Position and Duties \_\_\_\_\_

Dates of Employment: From \_\_\_\_\_ To \_\_\_\_\_ Weekly Pay: Starting \_\_\_\_\_ Ending \_\_\_\_\_

Reason for Leaving: \_\_\_\_\_

Name and Address of Employer \_\_\_\_\_

Type of Business \_\_\_\_\_ Telephone No. (\_\_\_\_) \_\_\_\_\_ Supervisor's Name \_\_\_\_\_  
Your Position and Duties \_\_\_\_\_

Dates of Employment: From \_\_\_\_\_ To \_\_\_\_\_ Weekly Pay: Starting \_\_\_\_\_ Ending \_\_\_\_\_

Reason for Leaving: \_\_\_\_\_

Have you ever been fired from any previous place of employment? If so, please explain: \_\_\_\_\_

## MILITARY SERVICE

Have you obtained any special skills or abilities as the result of service in the military? Yes \_\_\_\_\_ No X  
If so, describe: \_\_\_\_\_

## JOB RELATED REFERENCES

List below three persons not related to you who have knowledge of your work performance within the last three years.

Name: Erlinda Moreno Telephone No. (480) 249 0188

Address: 2645 Wethersfield Dr Phx Az

Occupation: Andraiser Relationship: Friend Number of Years Acquainted: 2

Name: Crystal Johnson Telephone No. (602) 510 6544

Address: 3221 W El Camino Dr Phx Az 85051

Occupation: EMT Relationship: Friend Number of Years Acquainted: 2

Name: Andrew Wong Telephone No. (408) 425-0132

Address: 201 W. Mission St

Police Officer

Friend

25 yrs

**Please Read Carefully, Initial Each Paragraph and Sign Below**

CM I hereby certify that I have not knowingly withheld any information that might adversely affect my chances for employment and that the answers given by me are true and correct to the best of my knowledge. I further certify that I, the undersigned applicant, have personally completed this application. I understand that any omission or misstatement of material facts on this application or on any document used to secure employment shall be grounds for rejection of this application or for immediate discharge if I am employed, regardless of the time elapsed before discovery.

CM I hereby authorize Acrobat Outsourcing to thoroughly investigate my references, work record, education and other matters related to my suitability for employment and, further, authorize the references I have listed to disclose to the company any and all letters, reports and other information related to my work records, without giving me prior notice of such disclosure. In addition, I hereby release the company, my former employers and all other persons, corporations, partnerships and associations from any and all claims, demands or liabilities arising out of or in any way related to such investigation or disclosure.

CM I hereby authorize Acrobat Outsourcing and its authorized representatives to solicit information regarding my background, which may include but not be limited to, information about my employment, education, and/or criminal history, which may be in the files of any federal, state, or local criminal justice and law enforcement agency and general public records history.

CM I understand that if selected for hire, it will be necessary for me to provide satisfactory evidence of my identity and legal authority to work in the United States, and that federal immigration laws require me to complete an I-9 form in this regard within three days of my hire date.

CM Acrobat Outsourcing is an at-will employer. I understand that nothing contained in the application, or conveyed during any interview, which may be granted or during my employment, if hired, is intended to create an employment contract between me and the company. In addition, I understand and agree that if I am employed, my employment is for no definite or determinable period and may be terminated at any time, with or without prior notice, with or without cause, at the option of either myself or the company, and that no promises or representations contrary to the foregoing are binding on the company unless made in writing and signed by me and the company's designated representative.

I hereby acknowledge that I have read and understand the above statements.

**Applicant's Signature**

CM

**Date**

6/18/15