

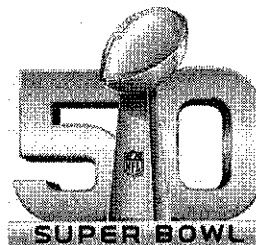


# SUPER BOWL 50 CREDENTIAL APPLICATION

All fields with a (\*) are required.  
Enter all required information fully and correctly.

Personal Information									
Company Name*:		Acrobat Outsourcing.							
Full Legal First Name*: (on Driver License or Government Issued ID)		Katie		Preferred First Name: (If applicable)					
Full Legal Last Name*:		Back							
Middle Name:		Ann		Maiden or Other Name: (If applicable)					
Hometown*: (City, State or City, Country)		San Jacinto, CA		Gender*: (M/F/T)		F		Race*: W	
A=Asian, B=Black, I= American Indian, U= Unknown, W=White or Hispanic									
<b>SOCIAL SECURITY NUMBER IS REQUIRED FOR ALL APPLICANTS</b> NON-US CITIZENS: ADD VISA, PASSPORT OR ALIEN REGISTRATION OR BELOW**				Country of Citizenship*:		United States			
				Social Security No*:		609.40.1240			
Driver License or non-driver ID Number:		D9103449				US citizens, please provide driver license or non-driver ID information (include number, state AND exp. date).			
Issuing State: (Two letter state code)		CA		Expiration: (MM/DD/YYYY)					
Date of Birth*: (MM/DD/YYYY)		06/28/1990		Country of Birth*:		United States.			
City of Birth*:		Riverside.		State of Birth*:		California.			
**Non U.S. Citizens: VISA, PASSPORT or ALIEN REGISTRATION NUMBER IS REQUIRED									
VISA / PASSPORT / ALIEN REGISTRATION NUMBER (Circle which one)									
Contact Information									
Current Home Address*:		20 Hearst Ave				APT #:			
City*:		San Francisco		State*:		CA			
Zip Code*:		94131		Country*:		United States.			
Home Phone: (XXX-XXX-XXXX)				Cell Phone*: (XXX-XXX-XXXX)		415 715 7869			
Email Address*: (sample@example.com)		kback@mail.sfsu.edu.							
Employer Information (Can be Super Bowl employer)									
Employer*:		Acrobat.							
City*:		San Francisco		State*:		CA			
Country*:		United States		Start Year*:		2015		End Year:	
Miscellaneous									
Prior Convictions (Y/N): If Y, please explain:		N							
Super Bowl Job Function:									
Notes (Administrative use only)									





**SUPER BOWL 50 & 2016 PRO BOWL Authorization for Release of Personal Information and  
Consent to Criminal History Background Investigation**


I hereby acknowledge and agree that my participation in, and position with respect to, Super Bowl 50 and related events (collectively, the "Super Bowl") and/or the 2016 Pro Bowl and related events (collectively, the "Pro Bowl") is contingent upon my cooperation with, and the satisfactory completion of, a criminal history and driving record background investigation. In connection with my participation in, and the performance of my position with respect to, the Super Bowl and/or the Pro Bowl, I hereby agree to provide the information required by the National Football League (the "NFL") and any governmental agencies involved in security and related matters for the Super Bowl and/or the Pro Bowl, including, without limitation, the Federal Bureau of Investigation, the U.S. Department of Homeland Security and state and local law enforcement agencies (collectively, the "Governmental Agencies"), and represent and warrant that such information will be true, complete and correct to the best of my knowledge. I hereby consent to the disclosure and sharing of such information between the NFL and the Governmental Agencies.

I hereby authorize and consent to the conduct of a criminal history and driving record background investigation of me by the NFL and/or the Governmental Agencies. I hereby acknowledge and agree that, on the basis of the information I furnish to the NFL and the Governmental Agencies, the NFL and/or the Governmental Agencies may obtain information for a criminal history and driving record background investigation from any governmental or other public agency or entity and any other third party, public or private, that may possess such information. In connection therewith, I hereby consent to the full and complete disclosure and release to the NFL and/or the Governmental Agencies of all records relating to my criminal history or driving record, whether public, private or confidential, including, without limitation, complaint and arrest records, educational records, military service and personnel records and employment records. I understand and agree that this authorization entitles the NFL and the Governmental Agencies to request the release of information regarding me at any time during the term of my affiliation with the NFL and that this authorization may be used to request information more than once.

I hereby acknowledge and agree that the NFL and/or the Governmental Agencies shall have sole discretion to determine whether the criminal history and driving record background investigation conducted pursuant to this authorization is complete and whether the results of such investigation are satisfactory. In the event that it is determined that such investigation is incomplete, I agree to cooperate with the NFL and Governmental Agencies to provide such further information as may be necessary to complete it. In the event that it is determined that the results of such investigation are unsatisfactory or that any of the information I provided was false or misleading, I acknowledge that I will not be issued a credential for the Super Bowl and/or the Pro Bowl.

I hereby release and covenant not to sue the NFL, the NFL's member professional football clubs, NFL Ventures, Inc., NFL Ventures, L.P., and the direct and indirect subsidiaries, affiliates and employees of such entities; State of California, the City of San Francisco, the city of Santa Clara, the Super Bowl 50 Host Committee, and each of their respective affiliates and employees; the Governmental Agencies and their respective employees; and all persons and entities (including all employees, agents and representatives of such persons or entities) disclosing or releasing any information to the NFL or any Governmental Agency pursuant to this authorization, in each case, from and with respect to any and all claims, causes of action, liabilities, obligations or damages arising from or in connection with the conduct of the criminal history and driving record background investigation authorized hereby, the obtaining or releasing of information about me as authorized hereby, or the issuance or non-issuance of credentials for the Super Bowl and/or the Pro Bowl.

I hereby represent and warrant that I am of legal age and am signing this authorization freely and voluntarily. Each copy of this executed authorization will be valid as an original, even though the copy does not contain an original writing of my signature. The invalidity of any provision of this authorization shall not affect the validity or enforceability of any other provision hereof.

Full Name (signature) 		Date 12-15-2015
Last Name (typed or printed) Back	First Name Katie	Middle Name Ann

**PRINT OUT, COMPLETE, SIGN AND RETURN THIS FORM TO YOUR PRIMARY GROUP CONTACT.**  
**DO NOT SUBMIT THIS FORM DIRECTLY TO THE NFL**



## 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 Katie Back Date: 12/15/2015  
 Home Telephone ( ) \_\_\_\_\_ Other Telephone (415) 7157869  
 Present Address 20 Hearst Ave, SE, CA 94131  
 Permanent Address, if different from present address: \_\_\_\_\_  
 Email Address kback@mail.cfsu.edu

### EMPLOYMENT DESIRED

Position applying for: Server Salary desired: min wage + tips  
 Are you currently registered with any staffing and/or employment agencies? If so, please list or \$10 an hour

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: open  
 How did you find out about our open position? (Please check fill in proper name of source):  
 Referral ☐ Name of Referral \_\_\_\_\_ 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? ASAP

*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	X	open	open	open	open	✓	X
PM	✓	open	open	open	open	X	✓

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

### 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 \_\_\_\_\_  
 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.  
 Are you able to perform the essential functions of the job for which you are applying? Yes ☒ No \_\_\_

# Acrobat

outsourcing

Your Hospitality Staffing Professionals

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.) \_\_\_\_\_

## EDUCATION & SKILLS

NAME OF SCHOOL	CITY & STATE	GRADE OR DEGREE COMPLETED	DID YOU GRADUATE?
SFSU	SF, CA	Senior this year	in spring
Do you have any special licenses, certificates or special training? If so please list under "Special".		YES	NO
Are you computer literate? If so, list software knowledge under "Special."		<u>YES</u>	NO
Are you proficient with Point of Sales Systems? If, so please list which ones under "Special."		<u>YES</u>	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."		<u>YES</u>	NO
Special: Aloha, micros, POS, Banquet server, <sup>cocktail</sup> waitress, etc.			

## 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 The crab house, Pier 39

Type of Business Restaurant Telephone No. (415) 370-9147 Supervisor's Name Dan Talbot & Bart  
Your Position and Duties Waitress - open/closing sidework, take care of guests, upscale.

Dates of Employment: From 08/2013 To current Weekly Pay: Starting \$10.25 Ending \$12.25

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

Name and Address of Employer The chieftains Irish Pub.

Type of Business Restaurant Telephone No. (415) 850-3327 Supervisor's Name Mark (owner)  
Your Position and Duties waitress/cocktail waiter - open & close restaurant, upscale, take care of guests - run food & drinks, take orders etc.

Dates of Employment: From 03/2013 To 08/2013 Weekly Pay: Starting min. Ending min.

Reason for Leaving: Went to a busier restaurant w/ more shifts.

Name and Address of Employer Tiernans Irish Pub

Type of Business Restaurant Telephone No. (925) 895-3535 Supervisor's Name Sam

# Acrobat

outsourcing  
Your Hospitality Staffing Professionals

Your Position and Duties waitress/cocktail waitress. order & run food & drinks  
proficiently, upscale, open & close restaurant

Dates of Employment: From Jan 2012 To Mar 2013 Weekly Pay: Starting min Ending min

Reason for Leaving: Business closed.

Name and Address of Employer Rainforest cafe

Type of Business Restaurant Telephone No. (415) 440 5610 Supervisor's Name Ramona

Your Position and Duties open & close, sidework, take orders, run food  
and drinks.

Dates of Employment: From 04/2011 To 04/2012 Weekly Pay: Starting min Ending min

Reason for Leaving: Better opportunity

Have you ever been fired from any previous place of employment? If so, please explain: NO

## MILITARY SERVICE

Have you obtained any special skills or abilities as the result of service in the military? Yes ☐ No ☒  
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: ~~to~~ Dan Talbot Telephone No. (415) 370-9147

Address Pier 39

Occupation: manager@crab house Relationship: manager Number of Years Acquainted: 3

Name: Mark Nagle Telephone No. (415) 850-3327

Address 5th and Howard

Occupation: Restaurant owner Relationship: manager/Boss Number of Years Acquainted: 3

Name: Ramona Telephone No. (415) 440-5610

Address Pier 43

Occupation: manager@  
Rainforest Relationship: manager Number of Years Acquainted: 5

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

KB

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.

KB

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.

KB

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.

KB

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.

KB

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**

Kalvin B. B...

**Date**

12/15/2015



**NOTICE TO EMPLOYEE**  
*Labor Code section 2810.5*

**EMPLOYEE**

Employee Name: Katie Back

Start Date: 12-15-2015

**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: \$13 Overtime Rate(s) of Pay: \$19.50

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: York Risk Services

Address: 1390 Willow Pass Road, Concord, CA. 94520

Telephone Number: 866.391.9615

Policy No.: NSWCC-0000101

☐ 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.

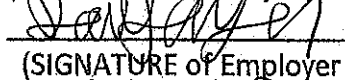
The following applies to the employee identified on this notice: *(Check one box)*

- ☒ 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)*

Darrelle Loranger  
(PRINT NAME of Employer representative)

  
(SIGNATURE of Employer Representative)

12/15/15

(Date)

Katie BACK

(PRINT NAME of Employee)



(SIGNATURE of Employee)

12-15-2015

(Date)

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

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.

# Interview Note Sheet

Applicant Information	
Name: <u>Katie Back</u>	Interviewer:
Date: <u>12-15-14</u>	Rate of Pay:
Position (s) Hired for:	Referred by:

Test Scores					
Server	/35	<u>85</u> %	Bartender	/35	<u>80</u> %
Prep Cook	/20	%	Barista	/10	<u>80</u> %
Grill Cook	/39	%	Cashier	/10	<u>100</u> %
Dishwasher	/10	%	Housekeeping	/16	%

Seeking:
Full-Time
<u>Part-Time</u>

Relevant Experience & Summary of Strengths
<p style="text-align: right;">Total of <u>6</u> in Food Service/Hospitality</p> <p><u>* shellfish allergy *</u> can handle product, just can't eat it</p> <p>some limited full bar beer &amp; wine bar Sat/Sun after 4:30 or 5pm</p>
P.O.S. Experience: <u>Y</u> / <u>N</u> details: <u>micros, aloha, Squirrel</u>

Transportation
<u>Car</u> Public Transit Carpool ( Rider / <u>Driver</u> )
Regions Available to work:
<u>SF City</u> <u>SF North</u> <u>SF Peninsula</u> <u>East Bay</u> <u>Outer East Bay</u> San Jose South San Jose SJ Peninsula
Certifications (if any)
TIPS <u>Serv-Safe</u> LEAD <u>TB Test</u> ?? Will Submit
Availability
Open AM only PM only Weekdays only Weekends only
Details: <u>See application</u>
Uniforms Owned:
<u>Bistro</u> <u>Black Bistro</u> Tuxedo 1/2 Tuxedo <u>Black Vest</u> Long Black Tie Chef Coat Chef Pants Knives <u>Black Pants</u> <u>Non-Slip Shoes</u> Bow Tie Other: _____
Would you recommend this applicant for Acrobat Academy?
Convention Candidate?
Other Languages Spoken:



Name Ratie Back

**Servers Test**

Score 29/35

850/10

**Multiple Choice**

- A 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
- D 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
- A 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
- A 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
- D 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
- D 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

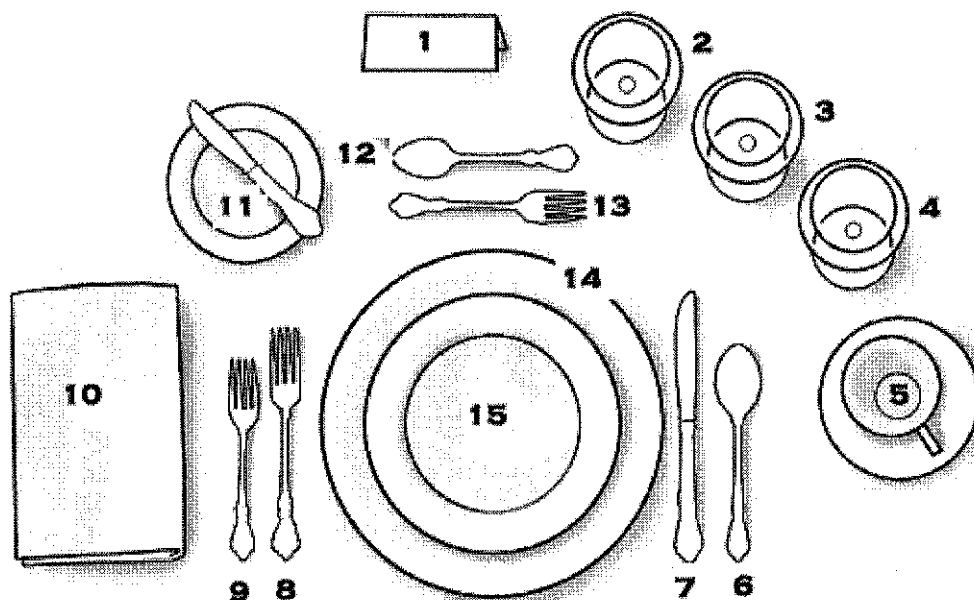
**Match the Correct Vocabulary**

- |                                     |   |
|-------------------------------------|---|
| <u>E</u> Scullery                   | <del>A</del> Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>D</u> Queen Mary                 | <del>B</del> 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) |
| <u>A</u> <del>E</del> Chaffing Dish | <del>C</del> Used to hold a large tray on the dining floor  |
| <u>G</u> French Passing             | D. Area for dirty dishware and glasses  |
| <u>B</u> Russian Service            | <del>E</del> Large metal shelving unit for prepared food to be held or for dirty trays to be stored   |
| <u>F</u> Corkscrew                  | <del>F</del> Used to open bottles of wine   |
| <u>C</u> Tray Jack                  | <del>G</del> Style of dining in which the courses come out one at a time  |

Name Katie Bach

**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 two inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Sugar, spoon, cream.
- Synchronized service is when: everything is served in a timed manner
- What is generally indicated on the name placard other than the name? Table number, company name.
- The Protein on a plate is typically served at what hour on the clock? 12 o'clock.
- If a guest asks for a specialty dinner (I.e. Gluten-Free or Vegetarian) you should do what immediately?  
Let the chef's know there is a restricted diet.

## Barista Test

Score 8 / 10

80%

B

- 1) After brewing a pot or kettle of coffee how long is the coffee good for until you need to re-brew?
- a) 20 minutes
  - b) 30 minutes
  - c) 60 minutes

B

- 2) What are the basic ingredients of a Latte?
- a) Milk, Espresso, Whipped Cream
  - b) Espresso, Milk, Foam
  - c) Water, Espresso, and Foam

B

- 3) When making cup of tea for a customer, how long should you tell the customer to let the tea bags steep?
- a) 2 minutes
  - b) 4 minutes
  - c) 5 minutes

B

- 4) When steaming milk for a beverage, what temperature should you steam the milk to?
- a) 150-170 degrees
  - b) 190-200 degrees
  - c) 120-130 degrees

C

- 5) Once an Espresso Shot has been pulled from an Espresso machine, how long do you have to mix the shot with other liquid before the shot goes bad?
- a) 8 seconds
  - b) 20 seconds
  - c) 10 seconds

C

- 6) What do you do if a customer says their latte does not taste like there is espresso in it?
- a) Tell them you made the drink according to the recipe so it should be fine.
  - b) Apologize to the customer, then add another shot of espresso to their drink and encourage the customer to return
  - c) Apologize to the customer and remake their drink according to standards
  - d) Walk away and have another barista remake their drink

B

- 7) You can re-steam milk \_\_\_\_\_?
- a) Only Once
  - b) Never
  - c) Sometimes
  - d) Always

C

- 8) What are the four fundamentals of brewing coffee?
- a) Grind, Freshness, Presentation, Aroma
  - b) Proportion, Grind, Water, Freshness
  - c) Ingredients, Grind, Taste, Aroma

C/D

- 9) A customer requests a non-dairy coffee beverage and you are out of soy, what actions do you take?
- a) Make their drink with regular milk and hope they do not notice
  - b) Apologize and ask the customer to come back tomorrow
  - c) Apologize and inform the customer we are out of soy, and offer a beverage alternative
  - d) Inform your manager we are out of soy

A

- 10) Decaffeinated coffee is 100% caffeine free?
- a) True
  - b) False





Cashier Test

Score 16/10

100%

B

1) A roll of quarters is worth?

- a) \$5.00
- b) \$10.00
- c) \$15.00
- d) \$20.00

A

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

C

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

9.75

6) What is the current sales tax rate in your city 9.75?

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

$$\begin{array}{r} .90 \\ .79 \\ \hline 2.94 \end{array}$$

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

$$21 + 14.50 =$$

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

A

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

$$\begin{array}{r} 7.50 \\ 2.50 \\ 5.00 \\ \hline 15.00 \\ 100.00 \\ \hline 215.00 \end{array}$$

