

86%

- 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
- 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
- 6) What is the current sales tax rate in your city 8.75%
- 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
- 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?

$$\begin{array}{r}
 47.100 \\
 - 21.50 \\
 \hline
 25.60
 \end{array}$$

$$\begin{array}{r}
 3.75 \\
 \times 2 \\
 \hline
 7.50
 \end{array}$$

$$\begin{array}{r}
 10.00 \\
 - 15.00 \\
 \hline
 -5.00
 \end{array}$$

- a 11) Counterfeit pens should be used on which three denominations?
- a) \$20, \$50, \$100
  - b) \$10, \$20, \$50
  - c) \$5, \$50, \$100
  - d) \$10, \$20, \$50
- b 12) How many times should you count change when giving it to the customer?
- a) one
  - b) two
  - c) three
  - d) no need to count

**Question & Answer:**

13) What is the minimum age for legal alcohol purchases? 21 years of age

14) What are the acceptable forms of ID for alcohol purchases? State ID

~~15)~~ How many \$20 bills are in a bank band? \$200

46%

- ~~a~~ 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, Steamed Milk  
c) Water, Espresso, and Foam
- ~~a~~ 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
- ~~a~~ 4) When steaming milk for a beverage, what temperature should you steam the milk to?  
☒ a) 150-160 degrees  
b) 190-200 degrees  
c) 120-130 degrees
- ~~a~~ 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
- ~~b~~ 8) What is the proper ratio of coffee grounds to water?  
☒ a) 2 Tablespoons coffee to 6oz water  
b) 2 Tablespoons coffee to 8oz water  
c) 1 Tablespoon coffee to 6oz water  
d) 2 Teaspoons coffee to 8oz water
- c 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

b 11) What are the basic ingredients in a cappuccino?

- a) Coffee, Milk, Foam
- b) Espresso, Foam
- ☒ c) Espresso, Steamed Milk, Foam
- d) Espresso, Cream, Foam

d 12) What is a café au lait?

- ☒ a) Coffee, Steamed Milk
- b) Coffee, Cold Milk
- c) Coffee, Cream, Sugar
- d) Espresso, Cold Milk

c 13) What does "half caf" mean?

- a) Half cream and half regular milk
- b) Half as much coffee as normal
- c) Half regular and half decaf coffee

a 14) What does it mean when a customer requests their cappuccino "dry"?

- a) Less milk and more foam
- b) No milk and lots of foam
- c) Extra foam
- d) No foam and no milk

b 15) What is an Americano?

- a) Regular drip coffee
- b) Espresso with water
- c) Coffee with cream
- d) Iced coffee

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**Objective:** To obtain a position where I can utilize my skills and experiences.

**Summary of Qualifications:**

- Professional experience in customer service
- Fundamental computer skills: Microsoft Word, Microsoft Excel, Typing and Internet
- Ability to communicate effectively with customers and co-workers
- Ability to easily learn and follow tasks as directed as well as ability to calmly manage duties even in stressful situations
- Flexible, hardworking and friendly
- Supervising, key holder

**Employment Experience:**

Provided excellent customer service, ensured all customers were fully satisfied

Answered and directed calls

Operated cash register

Opened and closed facility

Sorted and tagged merchandise

Stocked inventory

Performed all necessary cleaning duties in order to meet healthy and safety standards

Food Preparation

Barista

**Work History**

Starbucks, Barista  
333 Market Street  
San Francisco, CA 94105  
(415) 543-4786

9/2013-2/2014

Food Service, Shift Supervisor  
Arby's  
840 El Camino Real, South San Francisco, CA 94080  
(650) 871-9862

1/2011-10/2013



Customer Service Representative, Cashier  
Payless Shoes  
4570 Mission Street San Francisco, CA 94112  
(415) 586-2060

9/2005-11/2008

## **Education**

Independence High School  
San Francisco, CA  
High School Diploma

3/2004-6/2006

Balboa High School  
San Francisco, CA

10/2002-5/2004

