



SENSITIVE BUT UNCLASSIFIED

**Case Verification Number: 2016214150647MK**

Report Prepared: 08/01/2016

**Company Information**

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Company ID: 139349

Company Name: Acrobat Outsourcing

**Employee Information**

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Last Name: Neff

First Name: Shatera

Date of Birth: 09/23/1993

Social Security Number: \*\*\* \*\* 5884

Hire Date: 08/01/2016

Citizenship Status: A citizen of the United States

**Document Information**

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List A Document: U.S. Passport or Passport Card

Passport or Passport Card Number: 544290506

Document Expiration Date: 04/28/2026

**Case Status Information**

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Current Case Result: Employment Authorized

Employer Case ID:

Case Submitted On: 08/01/2016

Case Submitted By: GMAY1050

SENSITIVE BUT UNCLASSIFIED

**Shatera U. Neff**  
Oakland, CA, 94601  
(510)815-3830  
[teraneff@yahoo.com](mailto:teraneff@yahoo.com)

## **Work History**

**11/2014- Present      Server/Waitress- Pasta Pomodoro, San Ramon, CA**

- Restaurant server: Food service at casual, restaurant. Duties include familiarizing guests with menu and daily specials, accurately recording food and drink orders, running multi-course meals, and tallying bills.
- Menu knowledge: Memorize details of daily specials, seasonal menu items and options, as well as rotating craft beer options.
- Up-selling: Direct customers to meal add-ons and specialty drinks of perceived value to increase sales.

**05/2014- 11/2014      Lead Server/Waitress-the Home of Chicken and waffles, Oakland, CA**

- Ensure age requirement for consumption of alcohol.
- Serve food and beverages to guest, and prepare or, specialty dishes at tables as required.
- Assist guest in purchasing food items.
- Maintain the cleanliness of restaurant.
- Present menus to guest and, answer questions about menu items, making recommendations upon request.
- Knowledge of Micros/Aloha POS systems.

**06/2013- 12/2013      Lead Server/Waitress- Joe's Crab Shack, San Francisco, CA**

- Check guests identification to ensure that they meet minimum age requirement for consumption of alcohol beverages.
- Serve food and beverages to guest, and prepare or, specialty dishes at tables as required.
- Collect payment from guests.
- Clean tables or counters after guest have finished dining.
- Check with customers to ensure that they are enjoying their meals and take action to correct any problems.

**2012-2013      Head Cashier- CVS/Pharmacy-Oakland, CA**

- Managed and trained all new employees on company rules and responsibilities.
- Process merchandise returns and exchanges.
- Issue receipts, refunds, credits, or change due to customers.
- Assist customers by providing information and resolving their complaints.

## **Education**

- Berkeley High- Berkeley, CA-High school diploma.
- Laney College, Oakland CA,- Still attending

## **Special skills and Accomplishments**

- Serve safe certified.
- Wine and spirit knowledge.

## Employment Application

816-501-9067

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 Shatera Neff Date: 7/28/16  
 Home Telephone (510) 815-3830 Other Telephone ( )  
 Present Address 1088 Lion Way, Oakland, CA 94601  
 Permanent Address, if different from present address: \_\_\_\_\_  
 Email Address teranef@yahoo.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 \_\_\_\_\_ 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? \_\_\_\_\_

**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	N/A	open	open	open	8Am-4pm		8Am-4pm
PM		open	open	open		4-12pm	

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

Type of Business Restaurant Telephone No. (415) 673-2246 Supervisor's Name Cassie  
Your Position and Duties Lead waitress train new servers, serve tables  
handle payment, work close with managers

Dates of Employment: From 06/2013 To 12/2013 Weekly Pay: Starting 10.98 Ending 11.00

Reason for Leaving: Found a position closer to school

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: Dunnisha Rigmaden Telephone No. (209) 361-5724

Address 1507 Amba road, Stockton, CA, 95206

Occupation: Teacher Relationship: aunt Number of Years Acquainted: 22+

Name: David Martin Telephone No. (925) 867-1407

Address 7451 Treat Blvd Unit 532

Occupation: Assistant Manager Relationship: Manager Number of Years Acquainted: 2

Name: Lauren Schneider Telephone No. (925) 285-5153

Address 7571 Northland Place, San Ramon, CA 94568

Occupation: Server Relationship: Friend Number of Years Acquainted: 5

New

Replacement

Cancel



Today's Date

08 - 01 - 2016

Last Name

Neff

First Name

Shatera

MI



Address

Apartment #

6710 Lion Way

City

State

Zip Code

Oakland CA 94621

Social Security Number

Date of Birth

621 - 68 - 5884

09 - 23 - 1993

INFORMATION TO BE COMPLETED BY ACROBAT REPRESENTATIVE ISSUING CARD  
INCLUDE A PHOTOCOPY OF THE CARD WITH THIS FORM:

ACCOUNT NUMBER (16-digits)

4853 - 4001 - 8175 - 1142

Branch Office:

SF

Completed By:

Grey

Global Cash Card | 7 Corporate Park, Suite 130 | Irvine, CA 92606 | CSR: 1-888-220-4477

Payroll Statements can be viewed online at: [www.globalcashcard.com](http://www.globalcashcard.com)

I hereby release Acrobat Outsourcing the following information to establish my Global Cash Card account and enroll into an automatic payroll deposit. I authorize Acrobat Outsourcing to debit/credit my account. I have verified my information above and understand that any cash card charges incurred are my responsibility. I agree to the terms and conditions under which Global Cash Card Prepaid ATM Card is issued.

Please agree to the following:



By selecting this check box, you have agreed to the following statement: I authorize my employer, or its service or payroll provider, and the specified bank to deposit my net pay or portion thereof, as indicated, into my account each pay date. If funds to which I am not entitled are deposited into my account, I authorize my employer, or its service or payroll provider, to direct the bank to return said funds to my employer, or its service or payroll provider. I understand that my deposit may not be credited to my account until 5:00 PM on the pay date indicated on the check voucher. I understand that it is my responsibility to ensure that my wages are being deposited correctly into my account each pay date.

I also acknowledge it is my responsibility to enter the correct Bank Transit Number and Account Number as to where I want my payroll funds deposited. I understand that if I enter incorrect information that it may delay or prevent my payroll funds being deposited to my accounts. I also acknowledge that any Bank Transit Number that begins with the number 5 is NOT a valid Bank Transit Number and WILL prevent my payroll funds from being deposited into my account. I understand that when Payroll receives the funds back through the banking system it will be paid on the next available pay date.

Print Name

Shatera Neff

Employee Signature

Shatera Neff

Date

8/1/16

**Cashier Test**

66%  
Score / 15

1) A roll of quarters is worth?

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

2) A roll of dimes is worth?

- ☒ a) \$5.00
- b) \$4.00
- c) \$3.00
- d) \$2.00

3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- ☒ d) \$2.00

4) A roll of pennies is worth?

- a) \$1.00
- b) \$0.75
- ☒ c) \$0.50
- d) \$0.25

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 9% ? 8.75

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 ← correct
- b) \$2.06
- ☒ c) \$7.06
- d) \$5.06

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

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

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

Name Shatera Neff  
Score 12 / 35

**Servers Test**

**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 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**

- D ~~A~~ Scullery  
E Queen Mary  
A Chaffing Dish  
B French Passing  
C Russian Service  
F Corkscrew  
C Tray Jack

- A. Metal buffet device used to keep food warm by heating it over warmed water  
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)  
C. Used to hold a large tray on the dining floor  
D. Area for dirty dishware and glasses  
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored  
F. Used to open bottles of wine  
G. Style of dining in which the courses come out one at a time