

ARKELIA SHAW

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Professional Summary

Skills

- Customer and Personal Service
- English Language
- Active Listening
- Speaking

Experience

Stock

Sep 2015-Dec 2015

Macy's - San Francisco, CA

- Stock shelves, racks, cases, bins, and tables with new or transferred merchandise.
- Pack customer purchases in bags or cartons.
- Stamp, attach, or change price tags on merchandise, referring to price list.
- Receive, open, unpack and issue sales floor merchandise.

cashier

Mar 2014-May 2015

Safeway - San Francisco, CA

Money transfers , Cashier , Keeping area clean , Customer service

- Issue receipts, refunds, credits, or change due to customers.
- Receive payment by cash, check, credit cards, vouchers, or automatic debits.

Team Member

Jun 2013-Feb 2014

McDonalds - San Francisco, CA

Taking orders , Cashier , Money transfer , Cleaning and keeping area clean , prepare and bag food

Jr.Assistant

Mar 2008-Jul 2012

Parents of Success - San Francisco, CA

- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
- Create, maintain, and enter information into databases.
- Set up and manage paper or electronic filing systems, recording information, updating paperwork, or maintaining documents, such as attendance records, correspondence, or other material.

Education

High School Diploma

Jun 2013

Five Keys Charter School - San Francisco, CA

Community Service

Servers Test

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

B

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

D

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 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

68%

Match the Correct Vocabulary

B Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

C Queen Mary

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)

D Chaffing Dish

C. Used to hold a large tray on the dining floor

E French Passing

D. Area for dirty dishware and glasses

G Russian Service

E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

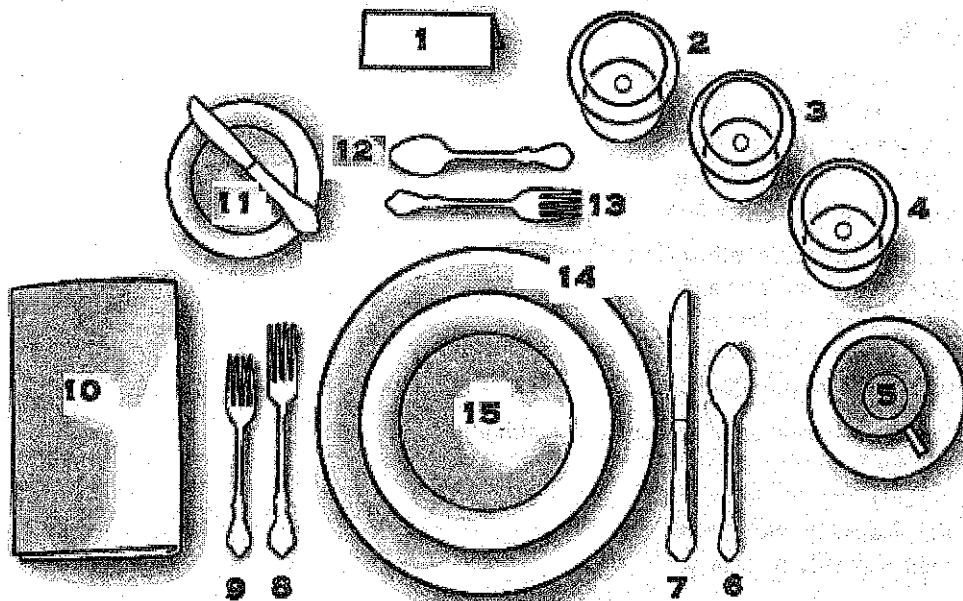
F. Used to open bottles of wine

A Tray Jack

G. Style of dining in which the courses come out one at a time

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>3</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>8</u>	Wine Glass (White)
<u>4</u>	Water Glass		

Fill in the Blank

1. The utensils are placed HALF INCH 1 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? SUGAR CREAM
3. Synchronized service is when: EVERYONE SERVES ONE TABLE
4. What is generally indicated on the name placard other than the name? MEAL
5. The Protein on a plate is typically served at what hour on the clock? 6 O'CLOCK
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? LET THE KITCHEN KNOW

Cashier Test

Score 12 / 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 _____?

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

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

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 old

14) What are the acceptable forms of ID for alcohol purchases? CD i.d, Passport

15) How many \$20 bills are in a bank band? 45