Henry Williams

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WORK HISTORY

Clerk   Aug 2014 - Jul 2016
Petersburg F.C.I, Petersburg VA
- Answered multi-line telephones, took messages, and transferred calls
- Operated office equipment including fax machines, printers and copiers
- Scheduled and confirmed appointments for clients, customers, and supervisors
- Greeted clients, handled inquiries, and directed them to appropriate staff
- Entered information into databases and printed and copied documents

Warehouse/ Stock Clerk   Aug 2008 - July 2014
Victorville F.C.I, Victorville, CA
- Loaded and unloaded supplies from delivery trucks
- Selected merchandise for shipment and stacked on pallet using a pallet jack or forklift
- Checked merchandise against shipping lists to ensure that shipments were correct
- Helped customers locate items and transported items to customers' vehicles
- Restocked shelves and rotated stock

Truck Driver   June 2005 - Aug 2008
Oakland Packaging, Oakland, CA
- Drove delivery van and 7 ½-ton bobtail with lift gate
- Loaded and unloaded trucks and vans
- Read maps, used GPS, and followed geographic directions
- Verified the contents of inventory loads against shipping papers
- Maintained records, including vehicle logs and billing statements
- Inspected and maintained vehicles, supplies and equipment
- Presented bills and receipts and collected payments for goods delivered or loaded

Building Supervisor   Jun 1998 – Jul 2004
Ridley Investment Group, Detroit
- Managed 8-unit apartment complex, acting as liaison between owner and tenants
- Inspected grounds and apartments to identify needed repairs
- Scheduled and coordinated general maintenance and repairs and evaluated bids
- Repaired and installed appliances such as dishwashers and water heaters, and fixtures such as sinks or toilets, using hand and power tools
- Showed property to prospective tenants and processed rental applications
- Collected rent and deposits, made bank deposits, and paid vendors

EDUCATION

AA Degree Candidate (Business), City College of San Francisco, CA   Expected 2018

Certificates of Instruction, (Music Business, GED Tutoring)
          Petersburg F.C.I, Petersburg VA

GED, Adult Basic Education, Roseville, Minnesota

Henry D. Williams   **Cashier Test**   Score ___ / 15

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

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

8.75

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

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

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

Cashier Test   Score   / 15

All

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_____

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

15) How many $20 bills are in a bank band? _____20_____ 50_____

Henry D Williams

Dishwasher Test   Score ___ / 10

90%

C 1) After washing your hands, which item should be used to dry them?
 a) Clean apron
 b) Sanitized wiping cloth
 c) Single use paper towel
 d) Common used cloth

C 2) While washing dishes by hand, which item should you wear?
 a) Cutting glove
 b) Oven Mitt
 c) Rubber glove
 d) Nothing

d 3) When should you wash your hands?
 a) Before you start work
 b) After handling non-food items (garbage, money, cleaning chemicals)
 c) After using the restroom
 d) All of the above

b 4) If you need to move a heavy load, you should PULL and not PUSH the object.
 a) True
 b) False

e 5) Which of the following could you be at risk for getting burned from?
 a) Steam from boiling pots
 b) Hot liquids (coffee, soup, tea)
 c) Hot equipment (ovens, pots, chaffing dishes)
 d) Harsh chemicals
 e) All of the above

A 6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.
 a) True
 b) False

C 7) What should you do if you spill liquids or see a liquid spill?
 a) Leave it for someone else to clean-up
 b) Wait until the end of your shift to clean it
 c) Flag the spill and clean it immediately
 d) Not sure

C 8) When handling hot items you should?
 a) Wear rubber gloves
 b) No need to wear anything
 c) Use an oven mitt or dry cloth towel
 d) Nothing

A 9) If you are using a three-compartment sink for cleaning and sanitizing, the second sink is used for?
 a) Rinsing
 b) Scraping
 c) Washing
 d) Sanitizing

b 10) What is the proper method for cleaning and sanitizing stationary equipment?
 a) Spray with a strong cleaning solution and wipe with a sanitized cloth
 b) Spray with a sanitizing solution, then rinse with clean water and dry
 c) Wash and rinse, then wipe or spray with a chemical-sanitizing solution
 d) Brush off loose soil with a clean cloth, then wipe with a sanitizing solution