

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 William E. Hoffhines Date: 8.22.2016

Home Telephone (614) 702-6007 Other Telephone ()

Present Address 1987 courage St

Permanent Address, if different from present address: _____

Email Address WE.Hoffhines@gmail.com

EMPLOYMENT DESIRED

Position applying for: Server (open to most positions) Salary desired: \$17/hr Avg

Are you currently registered with any staffing and/or employment agencies? If so, please list _____

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? 8.23.2016

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	<u>6 am</u>						
PM	<u>12 am</u>						

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

Dec 11 - 17, 2016

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

Your Position and Duties _____

Dates of Employment: From _____ To _____ Weekly Pay: Starting _____ Ending _____

Reason for Leaving: _____

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
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: Jarrett McElhaney Telephone No. (614) 915-8579

Address _____

Occupation: IT mgr Relationship: previous Employer Number of Years Acquainted: 3

Name: Karen Fayh-Parry Telephone No. (740) 475-9676

Address _____

Occupation: _____ Relationship: Previous Emp Number of Years Acquainted: 10

Name: Karl Krout Telephone No. (614) 446-1219

Address _____

Occupation: Manager Relationship: previous Coworker Number of Years Acquainted: 10

William Elias Hoffhines

WE.Hoffhines@gmail.com

(614) 702-6007

-Education-

High School Diploma - 2007

Current Student Pursuing a computer science degree

-Capabilities-

- Experience working with customers and meeting countless needs in a timely fashion.
- Works well individually as well as within a team.
- A consistent goal setter able to multi-task well under pressure.
- A fast learner with high attention to detail and a strong work ethic.
- Advanced understanding of event coordination.
- Effective use of Communication Skills to keep cohesive bond between BOH & FOH
- Experience with advanced Customer relations and a "ServSafe" regulated environment

-Employment-

OhioHealth IS Support Technician

August 2015 – Current

- Use of Service Now to describe in detail the needs of the end user to the level 2 and 3 teams , build team, or administration/ security teams, in a timely manner in accordance to ITIL process and business need.
- Provide Phone support and use remote control software (SCCM) to troubleshoot and identify software and hardware issues.
- Solve problems as well as educate user on workflow within EPIC Software.
- Monitor the self-service ticketing system and call back end users and resolve issues that can be done remotely.
- Ensure customer satisfaction by staying on the line and testing outcome of resolution. Verbally ensuring there is nothing else the customer needs help with at that time and making sure they know where to turn when help is needed.
- Checking software management tools even when not obviously a problem to ensure the customer has every update they need to continue working accurately and efficiently.
- Accurately document any and all contact to provide knowledge base and example resolutions of common issues and fixes.
- Continuous brainstorming of new ways to provide customer satisfaction of enhancements and workarounds for common and uncommon issues. Effectively communicating these ideas to leadership in a timely manner.
- Effectively communicating with team members about any knowledge of systems that might be asked on the spot or for future knowledge base publications.

OhioHealth Customer Service Operator

April 2014 - August 2015

- Answer incoming calls for nine OhioHealth locations as well as after-hours Dr.'s offices, including Home Reach Hospice care.
- Accurately and efficiently connect callers to the right location.
- Present a calm and reassuring "voice with a smile."
- Answer Emergency Code phone with precedents, accurately follow the Code procedure (page the correct individual, call the correct department, broadcast overhead at the correct hospital).
- Help confused callers in being connected to the right department, even when provided with minimal information.
- Give callers directions to certain hospitals and/or directions to departments within specific hospitals.
- Stay current with the computer based application used to answer and direct calls for OhioHealth.

Brio/Bravo Restaurant group-Server/Food Runner

May 2011- April 2014

- Place/confirm complex orders for guest.
- Deliver fine dining cuisine in an appropriate manner.
- Ensure satisfaction of each guest.
- Communicate between guest and kitchen staff in a timely manner.
- Visually and/or verbally confirm guests have everything desired for dining.
- Set up and take down of large events (tables, chairs, place settings, sound equipment, etc)
- Banquet style serving (Conference, business meeting, wedding reception, baby shower, etc)
- POS order entry knowledge
- Assist customers with booking, tours of facility, and what is to be expected at any given event

Score 32

Servers Test

Score / 35

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

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

Match the Correct Vocabulary

D Scullery

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

E 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)

A Chaffing Dish

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

G French Passing

D. Area for dirty dishware and glasses

B 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

C Tray Jack

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

We the People

Of the United States,
in Order to form a more perfect Union,
establish Justice, insure domestic Tranquility,
provide for the common defence,
promote the general Welfare, and secure
the Blessings of Liberty to ourselves and
our Posterity, do ordain and establish this
Constitution for the United States of America.

HR ✓



SIGNATURE OF BEARER / SIGNATURE DU TITULAIRE / FIRMA DEL TITULAR

PASSPORT
PASSEPORT
PASAPORTE

UNITED STATES OF AMERICA

Type / Type / Type / Code / Código / Passport No. / N° du Passerout / Nro de Pasaporte

P USA

533739671

Surname / Nom / Apellido

HOFFHINES

Given Names / Prénoms / Nombres

WILLIAM ELIAS

Nationality / Nationalité / Nacionalidad

UNITED STATES OF AMERICA

Date of birth / Date de naissance / Fecha de nacimiento

24 May 1989

Place of birth / Lieu de naissance / Lugar de nacimiento

OHIO, U.S.A.

Date of issue / Date de délivrance / Fecha de expedición

11 Sep 2015

Date of expiration / Date d'expiration / Fecha de caducidad

10 Sep 2025

Endorsements / Mentions Spéciales / Anotaciones

SEE PAGE 27

Sex / Sexe / Sexo

M

Authority / Autorité / Autoridad

United States

Department of State

USA

P<USAHOFFHINES<<WILLIAM<ELIAS<<<<<<<<<

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