

Acrobat

outsourcing

Your Hospitality Staffing Professionals
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First and Last Name: Ricardo Gonzalez
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Working Experience:

Company Name: Santa Clara University Housing office
Dates of Employment: 09/2013 - 07/2016

Job Responsibility:

- customer service to students and parents
- program ID cards for access to dorms and buildings
- computer projects
- maintenance of locks

Company Name: THE HOME DEPOT
Dates of Employment: 04/2013 - 09/2013

Job Responsibility:

- Bilingual Cashier
- customer service
- Data and logging
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Company Name: Celias Mexican Restaurant
Dates of Employment: Part-time 06/2014 - Present

Job Responsibility:

- Busser, waiter, cashier
- some bartending
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Skills

- Language: Spanish and English fluent
- Computer: various programs used in offices
- Video/film: photography and videography skills, like creating commercials

Cashier Test

Score / 15

B 1) A roll of quarters is worth?

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

86%

C 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

9.25%

9.75 6) What is the current sales tax rate in your city 0%

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?

21

14.50

- 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

7.50
2.50
5
6.50
21.50

Cashier Test

Score / 15

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

DRIVER'S

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

LICENSE, STATE ID,

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

50

Dishwasher Test

Score / 10

B 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 80%

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, chafing 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

C 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

C 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

