

# Zachary Franet

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## Objective:

My goal is to find employment within your company that will fully utilize and develop my skills, as well providing flexible hours so as to allow for continued education.

## Summary:

- Interpersonal People Skills
- Good Listener
- Confident, yet humble
- Able to take direction constructive criticism
- Empathetic
- Problem Solver

## Experience:

Lindsey Wildlife Museum, Volunteer, Walnut Creek, CA, June – August 2011

- Maintained facilities and animal cages
- Responsible for providing an appropriate diet for animals
- Customized cages with stimuli to suitably keep the animals engaged

Burlingame University, Volunteer, Burlingame, CA, 2004 – 2009

- Helped organize activities (i.e. Special Olympics)
- Assisted in teaching life skills to developmentally disabled students
- Provided emotional support to students at Burlingame University

Larkin Street Youth Services, Internship, San Francisco, CA, August 2016 – Present

- Collaborated with team members to complete projects
- Developed techniques for acquiring and maintaining customer loyalty
- Augmented researching skills

## Skills:

- Certificate of Proficiency in Microsoft Word 2010
- Certificate of Proficiency in customer service skills
- Certificate of Proficiency in typing at a rate of 62 words per minute with 0 mistakes
- National Retail Federation Certificate of Customer Service and Sales

## Education:

- GED
- Enrolled in IT Essentials Course
- Enrolled in Bridge Academy College Preparation Course

**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

C 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 9.25%? 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
- 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

**Dishwasher Test**

Score 8 / 10

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

2) While washing dishes by hand, which item should you wear?

- a) Cutting glove
- b) Oven Mitt
- ☒ c) Rubber glove
- d) Nothing

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

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

- a) True
- ☒ b) False

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

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

- ☒ a) True
- b) False

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

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

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