

# 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
- 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, chafing 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