

Valerie Borton

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2008 Macy's retail customer service

2009-2010 Outside sales/Direct marketing for Health & Wellness products –

Self employed

- I started up my own health & wellness center with a business partner, and generated all the leads through door to door, business to business marketing.

2009 Sales- wireless phones – for Wireless Advocates in Costco

2010 Outside sales/At&t Uverse door to door

- I consistently exceeded sales quotas, rain or shine.

2011 Outside sales/Direct marketing for Nutra-Ease cookware

- I strategized a new way to get leads and designed a new script, which made it 5 times quicker than door to door sales.

2012 Sold various products at road shows in Costco

- I took the lead in sales consistently for my team during the Ecos laundry detergent road shows.

2013 Sales/customer service at Events and festivals – food and beverage

2013-2016 Household manager and family assistant in private homes

2001-2016 Yoga therapist and meditation instructor

My attitude in a customer service or sales position:

* I love providing excellent customer service with a smile. I bring a sense of genuine care and warmth to customer relations.

* I enjoy selling through bringing attention to the benefits of the product, so it sells itself.

1) A roll of quarters is worth?

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

40 coins

100%

2) A roll of dimes is worth?

- ☒ a) \$5.00
- b) \$4.00
- c) \$3.00
- d) \$2.00

50



3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- ☒ d) \$2.00

40 coins

4) A roll of pennies is worth?

- a) \$1.00
- b) \$0.75
- ☒ c) \$0.50
- d) \$0.25

50

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?

~~9.5%~~ 9.5% Alameda ~~County~~

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

$$\begin{array}{r} 1.25 \\ 0.90 \\ 0.79 \\ \hline 2.94 \end{array}$$

$$\begin{array}{r} 10.00 \\ 2.94 \\ \hline 7.06 \end{array}$$

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

$$\begin{array}{r} 10.50 \\ \times 2 \\ \hline 21.00 \end{array} + \begin{array}{r} 7.25 \\ \times 2 \\ \hline 14.50 \end{array} = \begin{array}{r} 50.00 \\ - 35.50 \\ \hline 14.50 \end{array}$$

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

$$\begin{array}{r} 3.75 \\ 4.25 \\ \hline 8.00 \end{array} \quad \begin{array}{r} 20 \\ - 8 \\ \hline 12 \end{array}$$

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

$$\begin{array}{r} 3.75 \\ 1.25 \\ 2.50 \\ 3.25 \\ \hline 10.75 \end{array} \quad \begin{array}{r} 100 \\ - 21.50 \\ \hline 78.50 \end{array}$$

$$\begin{array}{r} 100 \\ - 21.50 \\ \hline 78.50 \end{array}$$

Name Valerie Barton
Score /35

Servers Test

Multiple Choice

-7

80%

- 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
- 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
- 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
- 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
- 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
- 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 dining 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
E ~~B~~ Queen Mary
A Chaffing Dish
G French Passing
B Russian Service
F Corkscrew
C Tray Jack

- A. Metal buffet device used to keep food warm by heating it over warmed water
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)
C. Used to hold a large tray on the dining floor
D. Area for dirty dishware and glasses
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored
F. Used to open bottles of wine
G. Style of dining in which the courses come out one at a time