

# Olga Ibarra

## **Objective**

To obtain a position in customer service.

## **Professional Accomplishments**

### **San Jose State university Treasury**

- Managing vault
- Concession, stadium ticket sales, student store, and dinning commons. Money exchanged would come to my dept. I was responsible for re- distribution and weekly deposits.
- Part time event coordinator for Spartan stadium and special events.

### **Great America**

- Team lead
- Ride operator: trolley, train, and concessions.
- Responsibilities included: staffing, scheduling, inventory control, cleaning, and deposits.

### **Spartan stadium**

- Concessions, ticket sales, and usher duties.
- Concerts, Soccer events, and football season.
- Seating, cleaning, and food prep.

## **Employment History**

|           |   |  |
|-----------|---|--|
| 1998-2003 | Treasury and events                     | San Jose State University, San Jose Ca |
| 1998-2003 | Stadium events and concessions          | San Jose State University, San Jose CA |
| 1994-1998 | Ride operator and Team lead concessions | Great America, Santa Clara Ca          |

## **Education**

|      |                     |                            |
|------|---------------------|----------------------------|
| 1977 | High school diploma | W.C. Overfelt, San Jose Ca |
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## **References**

References are available on request.



## Prep Cooks Test

Score / 20

Multiple Choice (1 point each)

c / 1) A gallon is equal to \_\_\_\_ounces

- a. 56
- b. 145
- c. 32
- d. 128

12/20 = 60%

c 2) Mesclun are what type of vegetable?

- a. Roots
- b. Beans
- c. Salad Greens
- d. Spices

b 3) What does the term braise mean?

- a. Sear quickly on both sides
- b. Slowly cook in covered pan with little liquid
- c. Cook on high heat and quickly
- d. Slowly cook in simmering water

b 4) At what internal temperature must chicken be cooked so that it is safe to eat?

- a. 155 degrees F
- b. 165 degrees F
- c. 175 degrees F
- d. 185 degrees F

a 5) How do you blanche vegetables?

- a. Immerse for a short time in boiling water
- b. Cook lightly in butter over med heat
- c. Soak in cold water overnight
- d. Rub with salt before cooking

c 6) Which of the following ingredients would you pack before measuring?

- a. Olive Oil
- b. Salt
- c. Brown Sugar
- d. White Sugar

a 7) What is Al Dente?

- a. Firm but not hard
- b. Soft to the touch
- c. Very hard
- d. Very soft

d 8) Food should be left out no more than

- a. 2 hours
- b. 3 hours
- c. 4 hours
- d. 5 hours

**Prep Cooks Test**

d 9) Which is the improper way to thaw frozen food?

- a. In the fridge
- b. In a sink with cold water
- c. On the counter
- d. In the microwave

a 10) Which of the following can you use to put out a grease fire?

- a. Baking Soda
- b. Baking Powder
- c. Flour
- d. Water

a 11) What is the temperature range of the danger zone?

- a. 25-135
- b. 40-140
- c. 50-160
- d. 30-130

d 12) Which of the following is listed from smallest to largest?

- a. Dice, chop, mince
- b. Mince, chop, dice
- c. Chop, dice. Mince
- d. Mince, dice, chop

c 13) Which direction should pan handles be turned while cooking on the stove?

- a. Over the fire at all times
- b. Turned towards you for better control
- c. Turned towards the right or left at all times
- d. Over the countertop at all times

c 14) When you poach something, you cook it with what?

- a. Noodles
- b. Vegetables
- c. Liquid
- d. Oil

a 15) Which spoon is used to remove fat from soups and stews

- a. Basting Spoon
- b. Ladle
- c. Slotted Spoon
- d. Portion Spoon

b 16) Which of the following means to cook in a small amount of fat?

- a. Season
- b. Sauté
- c. Broil
- d. Boil
- e. Fry

**Prep Cooks Test**

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8 17) What is a Julien cut?

- a. Food cut into long thin strips, matchstick
- b. Food cut into long thin strips then turned and cut into a 1/8' dice
- c. Food diced into finely chopped and uniform pieces
- d. Cutting and peeling into oblong seven sided football like shapes

6 18) To cook a food in a pan without browning over low heat until the item softens and releases moisture.

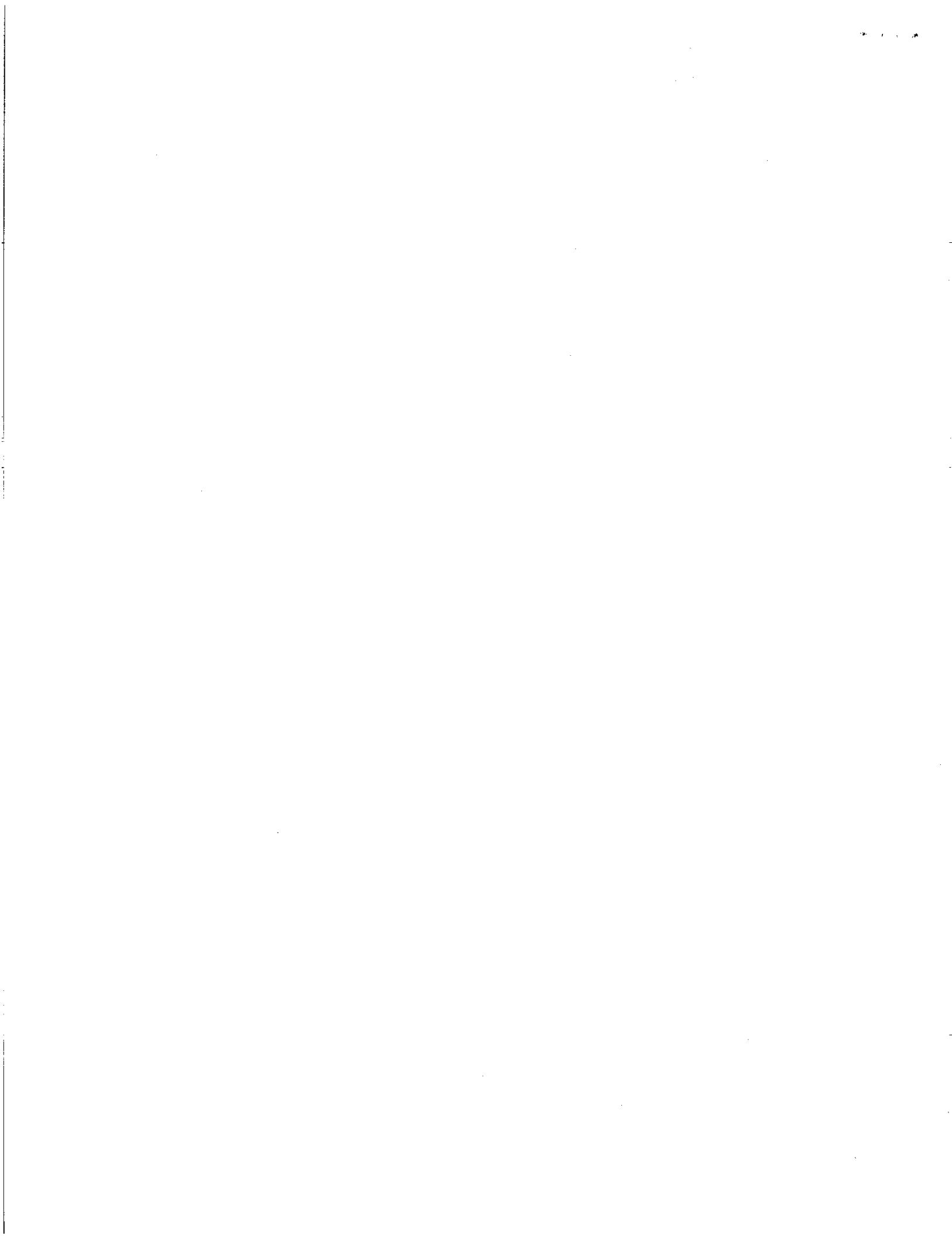
- a. Sweat
- b. Boil
- c. Roast
- d. Grill

**Fill-in the Blank** (1 point each)

19) Salt & pepper are the basic seasoning ingredients for all savory recipes.

20) chop: to cut into very small pieces when uniformity of size and shape is not important.

- 2 -



**Cashier Test**

**Score / 15**

B

1) A roll of quarters is worth?

- \$5.00
- \$10.00
- \$15.00
- \$20.00

$13/15 = 87$

A

2) A roll of dimes is worth?

- \$5.00
- \$4.00
- \$3.00
- \$2.00

D

3) A roll of nickels is worth?

- \$8.00
- \$6.00
- \$4.00
- \$2.00

C

4) A roll of pennies is worth?

- \$1.00
- \$0.75
- \$0.50
- \$0.25

C

5) What does POS stand for?

- Patience over standards
- Percentage of sales
- Point of sales
- People over service

8.75

6) What is the current sales tax rate in your city \_\_\_\_\_?

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?

- \$4.06
- \$2.06
- \$7.06
- \$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?

- \$19.50
- \$14.50
- \$9.50
- \$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?

- \$6.00
- \$8.00
- \$10.00
- \$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?

- \$78.50
- \$58.50
- \$38.50
- \$28.50

**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

14) What are the acceptable forms of ID for alcohol purchases? passport/cDL or CIO

15) How many \$20 bills are in a bank band? 25 100

**Multiple Choice**

#  $19/35 = 54\%$

d 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

b 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

b 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

b 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

       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

B **French Passing**

D. Area for dirty dishware and glasses

G **Russian Service**

E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

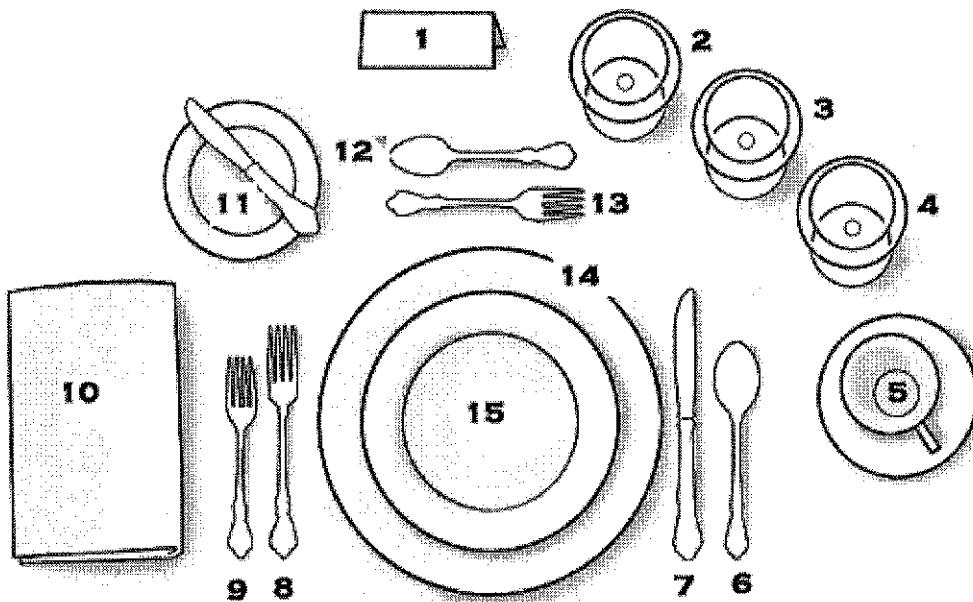
F **Corkscrew**

F. Used to open bottles of wine

C **Tray Jack**

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

**Servers Test**



**Match the Number to the Correct Vocabulary**

|    |                       |    |                              |
|----|-----------------------|----|------------------------------|
| 10 | Napkin                | 8  | Dinner Fork                  |
| 11 | Bread Plate and Knife | 5  | Tea or Coffee Cup and Saucer |
| 1  | Name Place Card       | 7  | Dinner Knife                 |
| 12 | Teaspoon              | 3  | Wine Glass (Red)             |
| 13 | Dessert Fork          | 9  | Salad Fork                   |
| 6  | Soup Spoon            | 14 | Service Plate                |
| 15 | Salad Plate           | 4  | Wine Glass (White)           |
| 4  | Water Glass           |    |                              |

**Fill in the Blank**

1. The utensils are placed 5 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? milk, sugar
3. Synchronized service is when: all plates served at the same time
4. What is generally indicated on the name placard other than the name? # of the table meal choice
5. The Protein on a plate is typically served at what hour on the clock? 6
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
my inform the chef or captain ASAP