

Veronica Martinez

SAN JOSE, CA

(408)449-7733

veronica.magdaleno408@gmail.com

Objective: To secure a position within a results-oriented organization that seeks an ambitious and hard working individual, where my acquired experience and skills will be utilized towards continuous growth and success for the company and myself.

CORE SKILLS:

- Bilingual – English and Spanish
- Proficient in Microsoft Office, 35+ Words Per Minute
- Ability to operate cash register, credit/debit machine
- Coachable and open to learning and growing as a professional
- Strong work ethic, dependable, and professional

PROFESSIONAL EXPERIENCE:

Sales Associate

- Cashier, Assist with Customer Service
- Assisted customers with product selection and queries
- Maintain Positive Customer and Employee Relations
- Assist with Inventory, Displays and Placement of Stock
- Reporting any Problems or Complaints to Store Manager
- Operations of Cash Registers, and credit/debit machine
- Sales/Monetary Transactions
- Opening and Closing Procedures

Cook

- Prep-Cook, Assist in Preparation of Meals
- Excellent Time Management
- Maintain sanitation, health, and safety standards in work areas.
- Assist in Stocking of Small Freezer's
- Verify that prepared food meets requirements for quality and quantity

WORK HISTORY:

Office Assistant, ACO Furniture, San Jose CA.

09/2016 - present

Clerical, Beck's Furniture, Sacramento, CA.

10/2015 - 08/2016

Cashier, Wal-Mart Superstore, Acworth, GA.

09/2011 - 02/2012

Cashier, McDonalds, Acworth, GA.

03/2006- 05/2009

EDUCATION & PROFESSIONAL DEVELOPMENT:

Microsoft Word 2010 Certificate, Milpitas Adult Education, Milpitas, CA.

01/2014

San Jose City College Gen Ed., San Jose, CA.

08/2012

Cashier Test

Score / 15

B

- 1) A roll of quarters is worth?

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

$$13/15 = 87\%$$

A

- 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

8.75

- 6) What is the current sales tax rate in your city 9.9%

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

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

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?

a) \$19.50
b) \$14.50
c) \$9.50
d) \$4.50

$$\begin{array}{r} 21 \\ 14.50 \\ \hline 35.50 \end{array} \quad 50.00$$

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

$$\begin{array}{r} 22.22 \\ 18.50 \\ 17.50 \\ 2.50 \\ \hline 50.00 \end{array} \quad \begin{array}{r} 15 \\ 16.50 \\ \hline 31.50 \end{array} \quad \begin{array}{r} 9.90 \\ 16.00 \\ 12.150 \\ \hline 38.05 \end{array} \quad \begin{array}{r} 7.50 \\ 3.75 \\ 2.50 \\ 3.25 \\ \hline 17.00 \end{array}$$

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

all of them really

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?

state

ID / DL

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

depend

1000?

Name _____

Servers Test

Score / 35

Multiple Choice

24/35 = 69%

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

Scullery

Queen Mary

Chaffing Dish

French Passing

Russian Service

Corkscrew

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

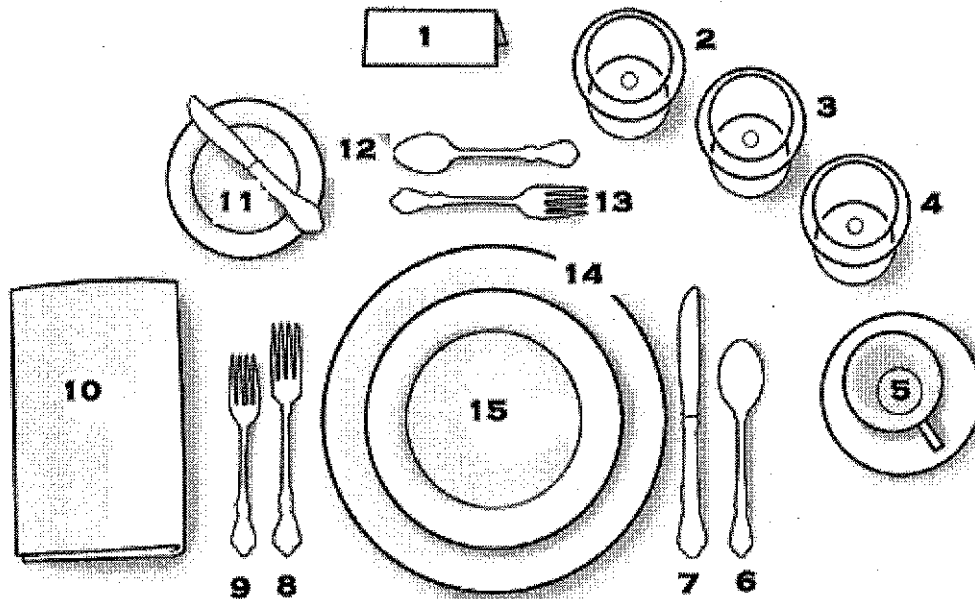
F. Used to open bottles of wine

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

Name _____

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

- | | | | |
|-----------|-----------------------|------------|------------------------------|
| <u>10</u> | Napkin | <u>8</u> | Dinner Fork |
| <u>11</u> | Bread Plate and Knife | <u>5</u> | Tea or Coffee Cup and Saucer |
| <u>1</u> | Name Place Card | <u>7</u> | Dinner Knife |
| <u>12</u> | Teaspoon | 2 <u>3</u> | Wine Glass (Red) |
| <u>13</u> | Dessert Fork | <u>9</u> | Salad Fork |
| <u>6</u> | Soup Spoon | <u>14</u> | Service Plate |
| <u>15</u> | Salad Plate | 3 <u>2</u> | Wine Glass (White) |
| <u>4</u> | Water Glass | | |

Fill in the Blank

1. The utensils are placed 4-5 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? napkins / sugar / creamer
3. Synchronized service is when: everyone is served at same time
4. What is generally indicated on the name placard other than the name? reserved 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?
Get the cook or chef to 1 min.

Multiple Choice (1 point each)

10/20 = 50%

- d 1) A gallon is equal to _____ ounces
- a. 56
 - b. 145
 - c. 32
 - d. 128
- _____ 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
- c 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
- _____ 5) How do you blanch 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
- _____ 6) Which of the following ingredients would you pack before measuring?
- a. Olive Oil
 - b. Salt
 - c. Brown Sugar
 - d. White Sugar
- _____ 7) What is Al Dente?
- a. Firm but not hard
 - b. Soft to the touch
 - c. Very hard
 - d. Very soft
- c 8) Food should be left out no more than
- a. 2 hours
 - b. 3 hours
 - c. 4 hours
 - d. 5 hours

Prep Cooks Test

- c 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
- 10) Which of the following can you use to put out a grease fire?
- a. Baking Soda ✓
 - b. Baking Powder
 - c. Flour
 - d. Water
- b 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
- 14) When you poach something, you cook it with what?
- a. Noodles
 - b. Vegetables
 - c. Liquid
 - d. Oil
- b 15) Which spoon is used to remove fat from soups and stews?
- a. Basting Spoon
 - b. Ladle
 - c. Slotted Spoon
 - d. Portion Spoon
- 16) Which of the following means to cook in a small amount of fat?
- a. Season
 - b. Sauté ✓
 - c. Broil
 - d. Boil
 - e. Fry

-5

Prep Cooks Test

_____ 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

a

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

-1

