

MONIQUE A. BUTCHER

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CUSTOMER SERVICE | RETAIL

I am an easy going, enthusiastic person who enjoys working in a retail and/or customer service environment. In my experience, I've enjoyed interacting with people. I'm patient and prepared to help; I listen to what people's needs and requirements are. I've proven to be a responsible and dedicated employee with excellent communication skills and the ability to learn quickly. My goal is to bring these great qualities to your company.

- Speaks Fluent Spanish •

Great Multi-tasker • Works With Grace Under Pressure • Highly Capable and Adaptable
• Leader • Organized • Team Player

PROFESSIONAL EXPERIENCE

Wal-Mart Feb 2012 – Sep 2013

Cashier / Customer Service

- Greet every customer with a smile
- Efficient cashiering to keep customers flowing through the check-out lines
- Assist newer cashiers, helping with questions and difficult customer questions and age restricted purchases
- Voluntarily worked extra hours to cover short staffed shifts
- Mentor/shadow new employees and junior cashiers
- Processed refunds
- Kept register area clean and notified maintenance of any serious spills and/or equipment issues
- Restocking of shelves with 'go-backs' near my register lane

EDUCATION

High School Diploma

Cupertino High School, Cupertino, California

TECHNICAL SKILLS

MS Office Suite: Word, Excel, PowerPoint, Outlook • POS Machines & Software

Cashier Test

Score / 15

B B

1) A roll of quarters is worth?

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

$$11/15 = 73\%$$

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

A

4) A roll of pennies is worth?

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

B

5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- c) Point of sales
- d) People over service

$$0.0875$$

8.75

6) What is the current sales tax rate in your city 0.09?

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

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

D F

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

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? LICENCE | PASSPORT

15) How many \$20 bills are in a bank band? 1,000 \$2,000 or 100 bills

Bartenders Test

Score / 35

Multiple Choice (6 points)

b 1) Carbonation _____ the rate of intoxication.
 a) Slows down
 b) Speeds up
 c) Does nothing to $18.5/35 = 53\%$

b 2) What are the six most commonly used spirits?
 a) Sweet and Sour, Triple Sec, Grenadine, Midori, Lime Juice and Cranberry Juice
 b) Vodka, Whiskey, Gin, Bourbon, Rum and Tequila
 c) Chardonnay, Cabernet Sauvignon, Champagne, Merlot, Sauvignon Blanc, Zinfandel
 d) Kahlua, Vodka, Frangelico, Gin, Tequila, Spiced Rum

b 3) You can accept an expired ID as long as all other information is correct.
 a) True
 b) False

b 4) If someone has had too much to drink, serving them coffee will help sober them up.
 a) True
 b) False

D 5) What are the acceptable forms of ID for Alcohol Consumption?
 a) State or Government Issued ID Card or Drivers License
 b) Passport or Passport ID Card (as long as it lists the person's date of birth)
 c) School ID or Birth Certificate
 d) A & B
 e) A, B & C

b 6) If there is no shaker tin available to scoop ice for a drink, it is okay to use a glass.
 a) True
 b) False

Vocabulary (9 points)

Match the word to its definition

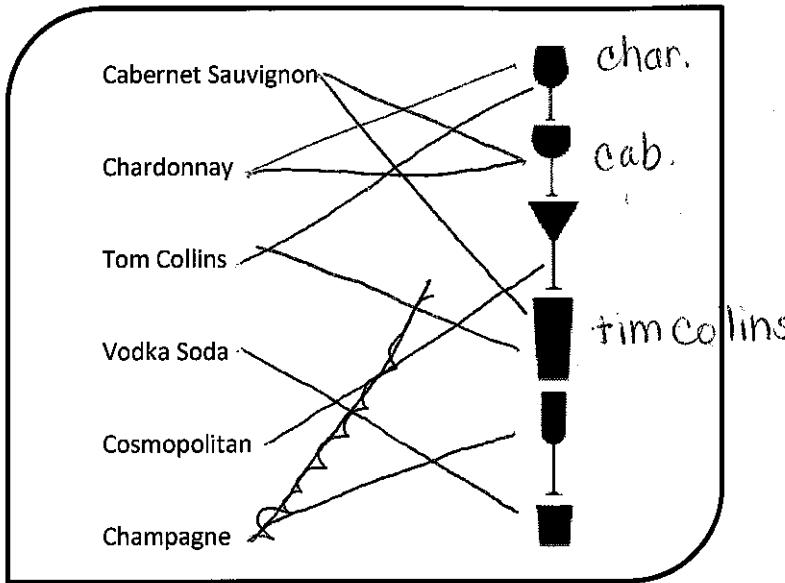
C I "Straight Up"
 F F Shaker Tin
 I B "Neat"
 A L Muddler
 B T Strainer
 E C Jigger
 g G Bar Mat
 d d "Float"
 H H "Back"

a.) Used to crush fruits and herbs for craft cocktail making
 b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured
 c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice
 d.) To pour $\frac{1}{2}$ oz of a liquor on top
 e.) Used to measure the alcohol and mixer for a drink
 f.) Used to mix cocktails along with a pint glass and ice
 g.) Used on the bar top to gather spills
 h.) Requesting a separate glass of another drink
 i.) Means to serve spirit room temperature in a rocks glass with no ice

- 6

Glassware (6 points)

Match the correct glass to the drink



Grey Goose, Ciroc, Hennessy, etc...

Answer and Question (14 points)

Provide examples of 3 brand name "top shelf" spirits (3 points): VIDKA, WHISKEY, TEQUILA

What are the ingredients in a Manhattan? RUM & JUICE vermouth, whiskey, bitters

-0.5 What are the ingredients in a Cosmopolitan? CRANBERRY & VODKA, triple sec, lime

-0.5 What are the ingredients in a Long Island Iced Tea? ice tea & TEQUILA vodka, rum, lemon juice

What makes a margarita a "Cadillac"? the long after taste grand marnier syrup, splash of colada

What is simple syrup? SWEET WHISKEY sugar dissolved in water

Is it legal to pour liquor from one bottle into another? What is this called? (2 points)

-0.5 NO, its illegal marrying of liquor

What should you do if you break a glass in the ice? THROW IT ALL AWAY get new ice

When is it OK to have an alcoholic beverage while working? POSSIBLY in the beginning but I DONT think your SUPPOSED to

What does it mean when a customer orders their cocktail "dirty"? NO CHILLER add olive juice

What are the ingredients in a Margarita? lemonade VODKA
tequila, sweet & sour, lime juice
DRINK IT ALL

-10.5

Servers Test

Score / 35

Multiple Choice

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 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

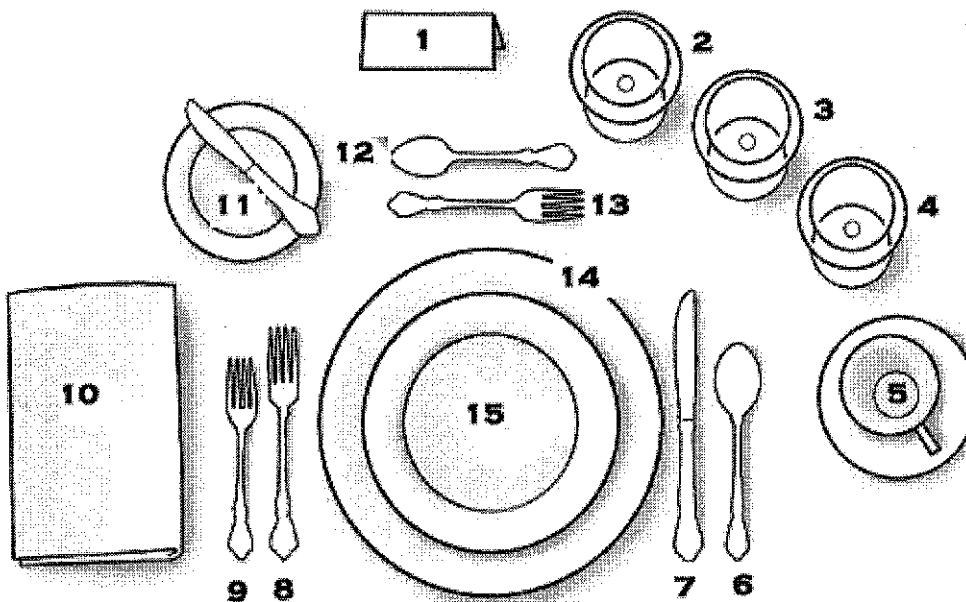
Match the Correct Vocabulary

<u>D</u>	<u>E</u>	Scullery	A. Metal buffet device used to keep food warm by heating it over warmed water
<u>E</u>	<u>A</u>	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)
<u>A</u>	<u>D</u>	Chaffing Dish	C. Used to hold a large tray on the dining floor
<u>B</u>	<u>G</u>	French Passing	D. Area for dirty dishware and glasses
<u>G</u>	<u>B</u>	Russian Service	E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored
<u>F</u>	<u>C</u>	Corkscrew	F. Used to open bottles of wine
<u>C</u>		Tray Jack	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	<u>4</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	<u>3</u>	Wine Glass (White)
<u>4</u>	Water Glass		

Fill in the Blank

- The utensils are placed 3 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? SUGAR 2 CREAM.
- Synchronized service is when: EVERY ONE IS SERVED AT ONCE.
- What is generally indicated on the name placard other than the name? COMPANY meal choice.
- The Protein on a plate is typically served at what hour on the clock? 5:00 6.
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
GIVE THEM A DIFFERENT MENU inform the kitchen.