

Cashier Test

Score 13 / 15

- B 1) A roll of quarters is worth?
a) \$5.00
b) \$10.00
c) \$15.00
d) \$20.00

- 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

- 99 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?
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 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

100%

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? Drivers license, passport, state issued military ID

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

Barista Test

Score / 15

- C 1) After brewing a pot or kettle of coffee how long is the coffee good for until you need to re-brew?
- a) 20 minutes
 - b) 30 minutes
 - c) 60 minutes

- B 2) What are the basic ingredients of a Latte?
- a) Milk, Espresso, Whipped Cream
 - b) Espresso, Steamed Milk
 - c) Water, Espresso, and Foam

- A 3) When making cup of tea for a customer, how long should you tell the customer to let the tea bags steep?
- a) 2 minutes
 - b) 4 minutes
 - c) 5 minutes

- A 4) When steaming milk for a beverage, what temperature should you steam the milk to?
- a) 150-160 degrees
 - b) 190-200 degrees
 - c) 120-130 degrees

- B 5) Once an Espresso Shot has been pulled from an Espresso machine, how long do you have to mix the shot with other liquid before the shot goes bad?
- a) 8 seconds
 - b) 20 seconds
 - c) 10 seconds

- C 6) What do you do if a customer says their latte does not taste like there is espresso in it?
- a) Tell them you made the drink according to the recipe so it should be fine
 - b) Apologize to the customer, then add another shot of espresso to their drink and encourage the customer to return
 - c) Apologize to the customer and remake their drink according to standards
 - d) Walk away and have another barista remake their drink

- B 7) You can re-steam milk _____?
- a) Only Once
 - b) Never
 - c) Sometimes
 - d) Always

- B 8) What is the proper ratio of coffee grounds to water?
- a) 2 Tablespoons coffee to 6oz water
 - b) 2 Tablespoons coffee to 8oz water
 - c) 1 Tablespoon coffee to 6oz water
 - d) 2 Teaspoons coffee to 8oz water

- C&D 9) A customer requests a non-dairy coffee beverage and you are out of soy, what actions do you take?
- a) Make their drink with regular milk and hope they do not notice
 - b) Apologize and ask the customer to come back tomorrow
 - c) Apologize and inform the customer we are out of soy, and offer a beverage alternative
 - d) Inform your manager we are out of soy

B 10) Decaffeinated coffee is 100% caffeine free?
a) True
b) False

C 11) What are the basic ingredients in a cappuccino?
a) Coffee, Milk, Foam
b) Espresso, Foam
c) Espresso, Steamed Milk, Foam
d) Espresso, Cream, Foam

A 12) What is a café au lait?
a) Coffee, Steamed Milk
b) Coffee, Cold Milk
c) Coffee, Cream, Sugar
d) Espresso, Cold Milk

C 13) What does "half caf" mean?
a) Half cream and half regular milk
b) Half as much coffee as normal
c) Half regular and half decaf coffee

D 14) What does it mean when a customer requests their cappuccino "dry"?
a) Less milk and more foam
b) No milk and lots of foam
c) Extra foam
d) No foam and no milk

B 15) What is an Americano?
a) Regular drip coffee
b) Espresso with water
c) Coffee with cream
d) Iced coffee

Name

ERICA FLOR

Servers Test

Score / 35

Multiple Choice

B 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

D 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

D 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

A 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

D 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 Queen Mary

A Chaffing Dish

G French ~~Rack~~ Service

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

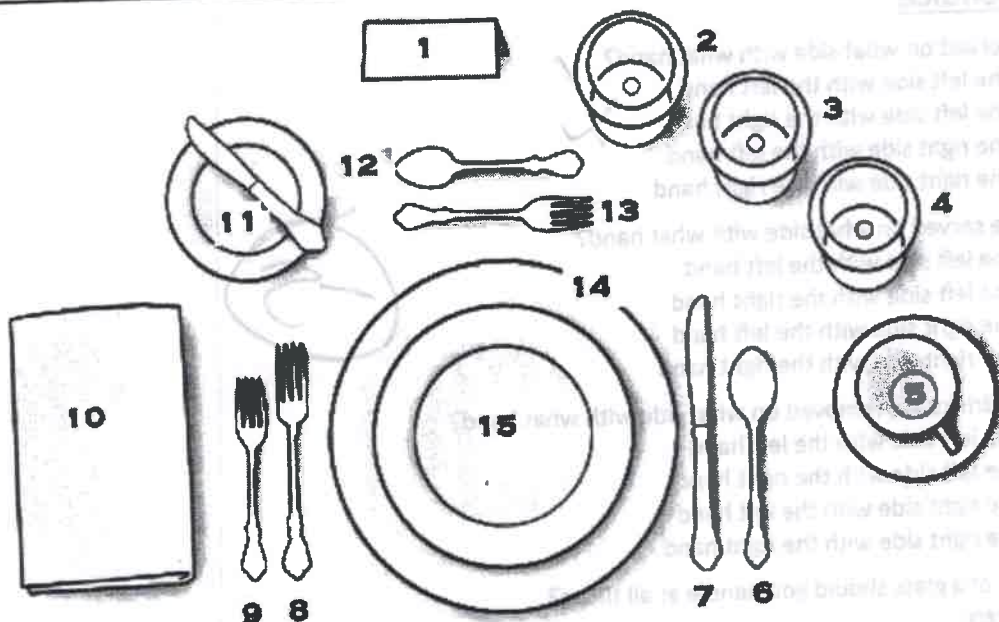
F Used to open bottles of wine

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

Name ERICA FLOR

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

10

Napkin

11

Bread Plate and Knife

1

Name Place Card

12

Teaspoon

13

Dessert Fork

6

Soup Spoon

15

Salad Plate

4

Water Glass

8

Dinner Fork

5

Tea or Coffee Cup and Saucer

7

Dinner Knife

2

Wine Glass (Red)

9

Salad Fork

14

Service Plate

3

Wine Glass (White)

Fill in the Blank

1. The utensils are placed three inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? sugar, milk or cream.

3. Synchronized service is when: The team is on their best timing to accommodate each guest need efficiently

4. What is generally indicated on the name placard other than the name? title

5. The Protein on a plate is typically served at what hour on the clock? 2

6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

not alert the customer if specialty food is prepared in a GF/Food allergy-friendly environment

Erica Flor

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WORK EXPERIENCE

Proboscis Theater Company (Seasonal)

Assistant Company Manager, July 2014-present

- Front of house and box office duties
- Database management, mailing list maintenance
- Publicity; marketing and press release creation
- Tour management (organizing transportation, performance and rehearsal specs, housing)
- Equipment upkeep
- Record keeping, archive management

Stage Violence Assistant/Choreographer

Stage Violence Choreographer and Assistant, August 2013-present

- Choreographing and assisting theatrical fights for various theater companies on a per-project basis
- Achieved Level Two Certification in disciplines of Broadsword, Rapier/Dagger, & Smallsword

The Granada Theatre

Box Office Associate, December 2015-September 2016

- Greeting and accommodating box office guests in person, over the phone, and via email
- Selling and exchanging tickets using Tessitura software
- Distributing tickets during fast-paced will calls
- Database management, mailing list maintenance

Center Stage Theater

House Manager, September 2015-August 2016

- Greeting guests as well as responding to customer requests and needs
- Accounting for tickets
- Accommodating latecomers
- Maintaining security and cleanliness of lobby, audience, and stage
- Ensuring each patron has the best theatrical experience possible

Elements Elementary

Teacher, Assistant Director; September-December 2015

- Directing and teaching children grades 1-6 in an after-school play program

Keg 'N' Bottle Market

Cashier, August 2013-March 2014

- Greeted customers, handled monetary transactions, recommended selected beverages, assisted with loss prevention, stocked shelves

Forever 21

Sales Associate, Sept. 2012-Feb. 2013

- Greeted customers, maintained merchandise, assisted customers with product selection and sizing, handled monetary transactions

I.V. Drip

Cashier, Barista, Food and Beverage services, Feb. 2012- March 2012

- Greeted customers, operated espresso machine and blender, handled monetary transactions, prepared baked goods and breakfast sandwiches, scooped ice cream, sanitized the workspace

EDUCATION AND TRAINING

Bachelor of Fine Arts- University of California Santa Barbara, Graduated March 2015

Major: Acting

Overall GPA: 3.64

ADDITIONAL SKILLS

Microsoft Office Suite

Intermediate knowledge of Tessitura

ServSafe Certification

Basic Spanish

