

# JESSICA KELLEY

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## OBJECTIVE

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I am seeking an entry level position in a company where I can grow as a person and gain experience.

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## EXPERIENCE

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House keeper/ 2012-2015

- \* Vacuum
- \* Wash dishes
- \* Clean bathroom
- \* Wash clothes
- \* Take out trash
- \* Vacuum and wash screens
- \* Dusted.

Salvation Army/ 2009-2010

- \* Answer phones
- \* Make appointments
- \* Make food boxes
- \* For paper work
- \* Make copies
- \* Clean restroom
- \* Server food to the homeless



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## EDUCATION

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Guajome Park SiaTech high school/ 2005

- High school diploma

Los Angeles Job Corp/ 2005

- Administration Assistant(front and back office)

AV Medical College/ 2007,2011

- Medical Assistant

- EMT

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## AWARDS AND ACKNOWLEDGEMENTS

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### References

Daphney Saahir (661) 435-6631

Silver Julius (626) 271-7849

Valerie Carr (661) 674-8085



**Servers Test**

**Multiple Choice**

C 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

C 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

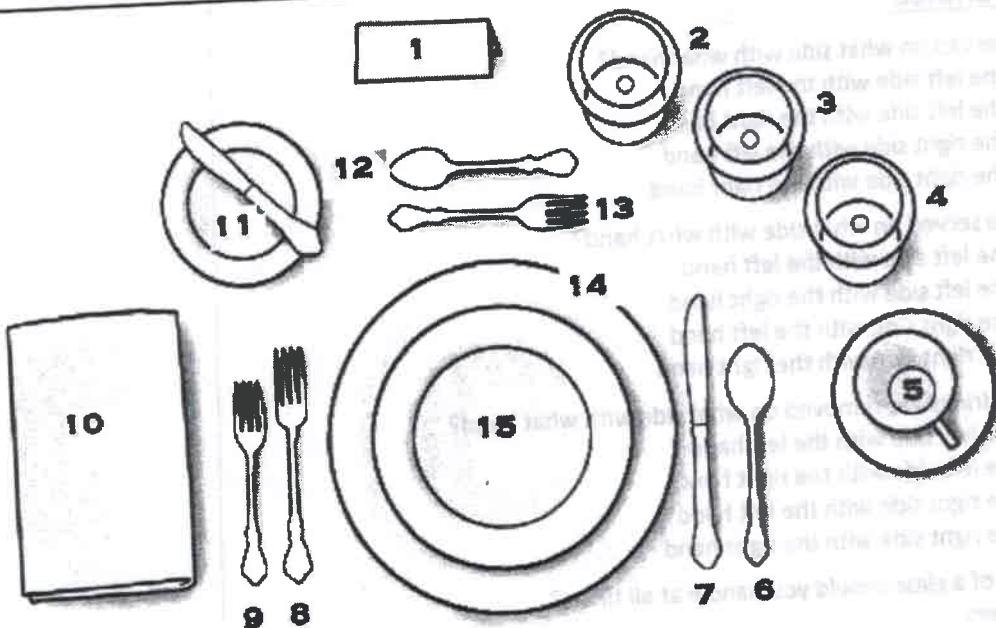
d 6) If you bring the wrong entrée to a guest what should you do?  
 a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn  
 b) Inform the guests that you will bring the correct entrée once everyone else in the dinning room is served  
 c) Try to 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  
E Queen Mary  
A Chaffing Dish  
B French Passing  
G 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

## 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
12	Name Place Card	7	Dinner Knife
13	Teaspoon	3	Wine Glass (Red)
15	Dessert Fork	9	Salad Fork
6	Soup Spoon	14	Service Plate
1	Salad Plate	12	Wine Glass (White)
4	Water Glass		

### Fill in the Blank

1. The utensils are placed \_\_\_\_\_ inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? \_\_\_\_\_
3. Synchronized service is when: \_\_\_\_\_
4. What is generally indicated on the name placard other than the name? \_\_\_\_\_
5. The Protein on a plate is typically served at what hour on the clock? \_\_\_\_\_
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Tell the cook

Housekeeping Test

- During which of the following situation(s) should you wear gloves?
  - When handling disinfectant solutions
  - When cleaning guest rooms
  - When handling soiled linen
  - When handling or disposing of waste
  - All of the above
- Which of the following should be cleaned daily?
  - Chairs, lamps, and tables
  - Tabletops, bed, and handrails
  - Grab bars, light, tops of doors and counters
  - Floors, sinks, toilets, and latrines
  - All of the above
- True or False: You do not need to use a separate cloth for cleaning bathrooms.
- True or False: Dusting is most commonly used for cleaning walls, ceiling, doors, windows and furniture.
- Should the following be cleaned daily or weekly? Circle one.
 

a) Floors	Daily/ Weekly
b) Toilets and latrines	Daily/ Weekly
c) Carpets in guest rooms	Daily/ Weekly
d) Carpets in offices	Daily/ Weekly
e) Soiled linen	Daily/ Weekly
- The best way to clean the floors:
  - Scrubbing
  - Dry sweeping and dusting
  - Sweeping, mopping and dusting
  - Wet mopping
- What should do if you spill liquids or see a liquid spill?
  - Leave it for someone else to clean- up
  - Wait until the end of your shift to clean it
  - Flag the spill and clean it up immediately
  - Not sure
- The proper procedure for cleaning spills of blood and other body fluids is:
  - Wearing gloves, clean with cloth soaked in chlorine solution and follow up with disinfectant solution
  - Find the janitor on- duty and ask him to clean it up
  - Grab whatever is closest and wipe up immediately, then mark "Biohazard"
  - Nothing
- What do you do if you encounter with bed bugs in a guest room?  
*throw bedding away, let my boss know, call exterminator*
- What do you do if you find Lost and Found items in a guest rooms?  
*Put in a bag and take it to front desk*

11. Describe the difference between a disinfectant and a cleaning solution?

*disinfectant - sanitizes  
cleaning solution - ~~soaps~~ soapy water*



**Cashier Test**

**Score** / 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

9% 6) What is the current sales tax rate in your city 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

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

A 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

$$\begin{array}{r} 10.50 \\ 10.50 \\ \hline 21.00 \\ 7.25 \\ 7.25 \\ \hline 28.25 \end{array}$$

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

$$\begin{array}{r} 3.75 \\ 4.25 \\ \hline 7.50 \end{array}$$

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

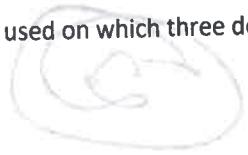
$$\begin{array}{r} 3.75 \\ 3.75 \\ \hline 7.50 \\ 1.25 \\ 1.25 \\ \hline 2.50 \\ 2.50 \\ \hline 5.00 \\ 3.25 \\ 3.25 \\ \hline 6.50 \\ 6.50 \\ \hline 20.00 \\ 100.00 \\ \hline 79.00 \end{array}$$

**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? State ID,

15) How many \$20 bills are in a bank band? 4