

**Patricia Palma**  
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## Skills

Over 14 years of experience in the customer service field. Passionate to meet customers and employers expectations. Detail oriented, good problem solving skills, able to multitask, reliable, accountable and punctual. Good communication and people skills. Knowledge of cash handling. Experience in stocking and facing sales floor.

## Experience

*May 1996 - August 2005*

**Andronico's Market** - Cashier/Customer Service Clerk/Sales floor merchandising/Cheese Clerk/Produce Department

- Customer Service: Greeted and resolved customer's problems in person and over the phone
- Four years managing fresh cheese department including facing, stocking and inventory
- Prepared catering events and service holiday orders in high volume capacity
- Executed restocking and facing grocery aisle

*September 2006 - September 2013*

**Bristol Farms** - Front End Supervisor/Cashier/Grocery merchandising

- Lead of front end to include supervising staff; directed cashiers, resolved refunds, exchanges
- Assisted and organized daily operations merchandising sales floor
- Prepared and arranged grab and go party platters, sandwiches, salads, etc.

*March 2014 - September 2014*

**Kleins Deli/ SFO - Deli Clerk**

- Prepared sandwiches for high volume delicatessen at SFO
- Assorted salads, parfaits, grab and go case

Education August 2008 South of Market Employment Center - Customer Interaction Training Program

**References available upon request**

**Cashier Test**

**Score** / 15

86%

- 1) A roll of quarters is worth?  
a) \$5.00  
b) \$10.00  
c) \$15.00  
d) \$20.00
  
- 2) A roll of dimes is worth?  
a) \$5.00  
b) \$4.00  
c) \$3.00  
d) \$2.00
  
- 3) A roll of nickels is worth?  
a) \$8.00  
b) \$6.00  
c) \$4.00  
d) \$2.00
  
- 4) A roll of pennies is worth?  
a) \$1.00  
b) \$0.75  
c) \$0.50  
d) \$0.25
  
- 5) What does POS stand for?  
a) Patience over standards  
b) Percentage of sales  
c) Point of sales  
d) People over service
  
- 6) What is the current sales tax rate in your city \_\_\_\_\_?
  
- 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
  
- 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
  
- 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
  
- 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

**Servers Test**

**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

**50%**

**Match the Correct Vocabulary**

A Scullery

B Queen Mary

C Chaffing Dish

D French Passing

E Russian Service

F Corkscrew

G 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