

Siobhan McGraw

510-990-4276 | SKMC8885@gmail.com | 1212 Oakland RD San Jose CA 95112

Skills & Abilities

Communication Skills - Customer service skills- Adaptability-Initiative-Multitasking- Friendly

Experience

1/08-12/10,1/12-7/13

IMS /570-342-4449/Scranton, PA

- Marketing and sales
- Data entry
- Managing large amounts of customer calls,
- Schedule appointments for sales staff to meet prospective customers, Customer communication

PENN FOSTER / 570-961-342-4449/ Scranton, PA

12/10-11/11

- Marketing/Sales
- Data entry
- Product information
- Identifying and assessing customer's needs
- Knowledge of relevant computer programs
- Managing large amounts of customers calls
- Record details of inquiries, comments and complaints

09/08-07/08

TMR /570-969-9995/ Scranton, PA

6/06-12/06

- Conduct customer/marketing surveys
- Data entry
- Knowledge of relevant computer programs
- Managing large amounts of customer calls

Marriot Residence Inn/ Dickson City PA

- Assisted front desk with reception, scheduling ,filing, faxing, telephone etc. Provided exceptional guest services
- Recorded daily cash activity
- Guest check ins/outs
- Knowledge of relevant computer programs

Education

Scranton High School

2003

Cashier Test

Score / 15

10/15 = 67%

- 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

- a 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

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

- 2947 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

- 35.50 14.50 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

- 2 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

- 2 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? DL, State ID

13 15) How many \$20 bills are in a bank band? 500 100 ; \$2,000

Name Sethan McGraw
Servers Test **Score / 35**

Multiple Choice

23/35 = 64%

- d 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
- d 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

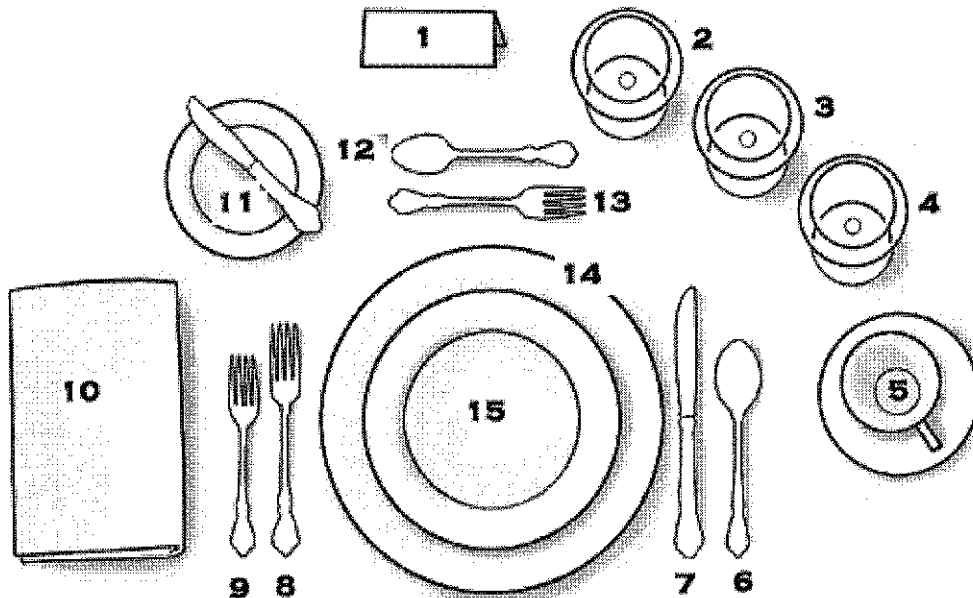
- | | |
|--------------------------|---|
| <u>d</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>e</u> Queen Mary | B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron) |
| <u>a</u> Chaffing Dish | C. Used to hold a large tray on the dining floor |
| <u>b</u> French Passing | D. Area for dirty dishware and glasses |
| <u>g</u> Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | C 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 |

-66

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>2</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

1. The utensils are placed one inch inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? cream & sugar
3. Synchronized service is when: all plates served at once
4. What is generally indicated on the name placard other than the name? 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?
inform the chef or captain

- 6

NOTICE TO EMPLOYEE**Labor Code section 2810.5****EMPLOYEE**Employee Name: SIOBHAN MCGRAWStart Date: 12/22/2016**EMPLOYER**Legal Name of Hiring Employer: S.E ScherIs hiring employer a staffing agency/business (e.g., Temporary Services Agency; Employee Leasing Company; or Professional Employer Organization [PEO])? ☐ Yes ☐ No

Other Names Hiring Employer is "doing business as" (if applicable):

Acrobat Outsourcing

Physical Address of Hiring Employer's Main Office:

665 Third St. Suite 415, San Francisco, CA. 94107

Hiring Employer's Mailing Address (if different than above):

Hiring Employer's Telephone Number: 415-431-8826

If the hiring employer is a staffing agency/business (above box checked "Yes"), the following is the other entity for whom this employee will perform work:

Name: _____

Physical Address of Main Office: _____

Mailing Address: _____

Telephone Number: _____

WAGE INFORMATIONRate(s) of Pay: \$13.00 Overtime Rate(s) of Pay: \$19.50Rate by (check box): ☒ Hour ☐ Shift ☐ Day ☐ Week ☐ Salary ☐ Piece rate ☐ Commission☐ Other (provide specifics): _____Does a written agreement exist providing the rate(s) of pay? (check box) ☒ Yes ☐ NoIf yes, are all rate(s) of pay and bases thereof contained in that written agreement? ☐ Yes ☐ No

Allowances, if any, claimed as part of minimum wage (including meal or lodging allowances):

(If the employee has signed the acknowledgment of receipt below, it does not constitute a "voluntary written agreement" as required under the law between the employer and employee in order to credit any meals or lodging against the minimum wage. Any such voluntary written agreement must be evidenced by a separate document.)

Regular Payday: FRIDAY

WORKERS' COMPENSATION

Insurance Carrier's Name: Integro USA Inc. dba Integro Insurance Brokers

Address: 1 State Street Plaza, 9th floor, New York, NY. 10004

Telephone Number: 212-295-5440

Policy No.: LDC4042609 AOS

☐ Self-Insured (Labor Code 3700) and Certificate Number for Consent to Self-Insure: _____

PAID SICK LEAVE

Unless exempt, the employee identified on this notice is entitled to minimum requirements for paid sick leave under state law which provides that an employee:

- a. May accrue paid sick leave and may request and use up to 3 days or 24 hours of accrued paid sick leave per year;
- b. May not be terminated or retaliated against for using or requesting the use of accrued paid sick leave; and
- c. Has the right to file a complaint against an employer who retaliates or discriminates against an employee for
 1. requesting or using accrued sick days;
 2. attempting to exercise the right to use accrued paid sick days;
 3. filing a complaint or alleging a violation of Article 1.5 section 245 et seq. of the California Labor Code;
 4. cooperating in an investigation or prosecution of an alleged violation of this Article or opposing any policy or practice or act that is prohibited by Article 1.5 section 245 et seq. of the California Labor Code.

The following applies to the employee identified on this notice: *(Check one box)*

- ☒ 1. Accrues paid sick leave only pursuant to the minimum requirements stated in Labor Code §245 et seq. with no other employer policy providing additional or different terms for accrual and use of paid sick leave.
- ☐ 2. Accrues paid sick leave pursuant to the employer's policy which satisfies or exceeds the accrual, carryover, and use requirements of Labor Code §246.
- ☐ 3. Employer provides no less than 24 hours (or 3 days) of paid sick leave at the beginning of each 12-month period.
- ☐ 4. The employee is exempt from paid sick leave protection by Labor Code §245.5. (State exemption and specific subsection for exemption): _____

ACKNOWLEDGEMENT OF RECEIPT

(Optional)

Erika Komatsu

(PRINT NAME of Employer representative)

(SIGNATURE of Employer Representative)

(Date)

12/22/2016

Sibhen McGraw

(PRINT NAME of Employee)

(SIGNATURE of Employee)

(Date)

12/22/16

The employee's signature on this notice merely constitutes acknowledgement of receipt.

Labor Code section 2810.5(b) requires that the employer notify you in writing of any changes to the information set forth in this Notice within seven calendar days after the time of the changes, unless one of the following applies: (a) All changes are reflected on a timely wage statement furnished in accordance with Labor Code section 226; (b) Notice of all changes is provided in another writing required by law within seven days of the changes.