

# MARISSA BROWN

MARISSA57147@GMAIL.COM CELL:(408)6283532  
HOME:(408)375310

A customer service professional seeking a management role. Self motivated with exceptional communication and computer capabilities. Awesome at adapting in diverse retail and customer service environments. Excellent at customer satisfaction and retention. Flexible hardworking in deadline-driven environment

- Exceptional communication skills
- Quick learner
- Experience putting away account files
- Proficient in cash and credit card management
- Strategic sales knowledge
- Excellent time management skills

## *Education*

*High School Diploma- Bradway High School 2014*

## *Work History*

*Server 3/15 -10/15*

**I Hop-1180 Baxter St Athens GA 706-380-3461**

- Provided an elevated customer service to generate a loyal clientele
- Restocked inventory every day
- Assisted customer via telephone as well



Server 12/15- 5/16

**Denny's-1390 S 1st St, San Jose, CA (408)791-5006**

- Greeted and sat customers with a great attitude
- Very attentive of my customers from the moment they arrive till customers leave
- Took down customers correct orders
- Have dealt with serving beer while working here
- Handling cash and credit card transaction
- Cleared down after customers

Receptionist 09/16-

**Restaurant depot- 520 Brennan st San Jose (408)569-5391**

- Greeted customers and prepared coffee in the morning
- Answer and assist customers over the phone
- Opened and closed accounts
- Handled all types of returns
- Filed and scanned all account paperwork
- Made sure all advertisements for the month are out and correct



Name \_\_\_\_\_

**Servers Test**

Score 2 / 35

**Multiple Choice**

- A ~~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 ~~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
- D ~~B~~ 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 ~~A~~ 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**

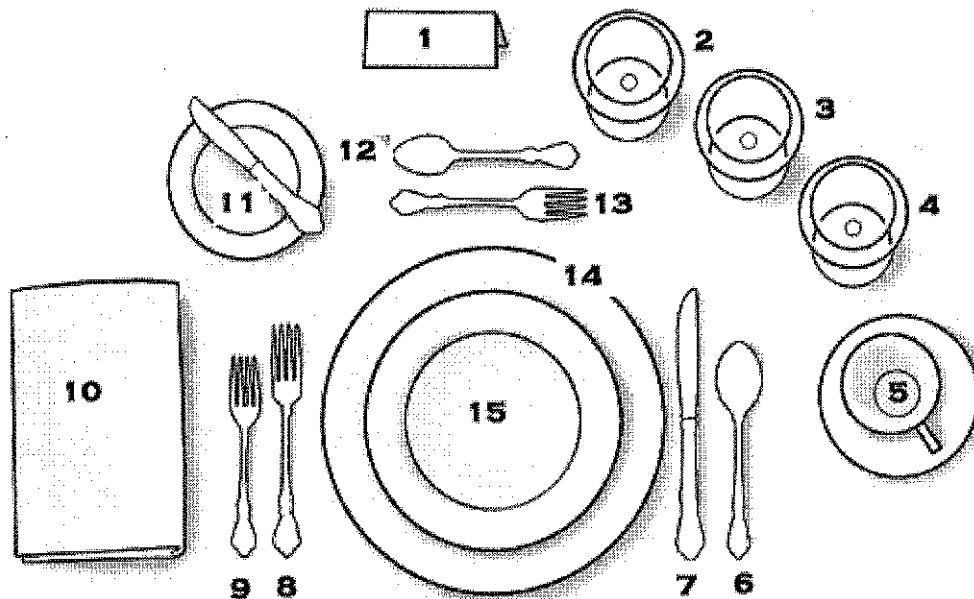
- D ~~B~~ Scullery  
B ~~D~~ Queen Mary  
A ~~B~~ Chaffing Dish  
B ~~D~~ French Passing  
G ~~A~~ Russian Service  
D ~~B~~ Corkscrew  
C ~~A~~ Tray Jack

- A ~~B~~ Metal buffet device used to keep food warm by heating it over warmed water  
B ~~D~~ 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 ~~A~~ Used to hold a large tray on the dining floor  
D ~~B~~ Area for dirty dishware and glasses  
E ~~A~~ Large metal shelving unit for prepared food to be held or for dirty trays to be stored  
F ~~B~~ Used to open bottles of wine  
G ~~A~~ 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>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>4</u>  | Wine Glass (White)           |
| <u>4</u> - <u>2</u> | Water Glass           |           |                              |

**Fill in the Blank**

1. The utensils are placed 18 inches inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Cream and sugar or lemon
3. Synchronized service is when: everyone when it is an event
4. What is generally indicated on the name placard other than the name? table number
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?  
Notify chef

- 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
- 6) What is the current sales tax rate in your city SF = 8.75%, SJ = 8.63%, SAC = 8.00%?
- 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  
*Handwritten calculation: 10.00 - 1.25 - 0.90 - 0.79 = 7.06*
- 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  
*Handwritten calculation: 50.00 - (2 \* 10.50) - (2 \* 7.25) = 14.50*
- 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  
*Handwritten calculation: 20.00 - 3.75 - 4.25 = 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  
*Handwritten calculation: 100.00 - (2 \* 3.75) - (2 \* 1.25) - (2 \* 2.50) - (2 \* 3.25) = 58.50*





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

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



**NOTICE TO EMPLOYEE***Labor Code section 2810.5***EMPLOYEE**Employee Name: Manissa BrownStart Date: 3/2/17**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 INFORMATION**Rate(s) of Pay: \$14.50 Overtime Rate(s) of Pay: \$21.75Rate 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, 9<sup>th</sup> 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 Kornatsu

(PRINT NAME of Employer representative)

(SIGNATURE of Employer Representative)

(Date)

3/2/17

Marissa Brown

(PRINT NAME of Employee)

(SIGNATURE of Employee)

(Date)

3/2/17

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.