

# **Andrea Chong**

San Jose, CA

c.ndrealize@gmail.com - 408)675-8243

To Secure a position at an establishment with a positive working atmosphere.

## **WORK EXPERIENCE**

### **Vendor/seller**

Oakland flea market - Oakland, CA - 2011 to 2016

### **Bartender**

Horseshoe Club - Elko, NV - 2008 to 2010

-Horseshoe Club is Elko's one and only gentlemen's club and is also,a popular nightclub with a full bar, pool tables, dance floor and live dj.

- Maintaining the clean, fun bar front while providing speedy yet accurate service as a bartender.
- Managing the opening and closing operation aspect of the entire establishment every shift.
- Inventory markups, bank prep bags, cash register collection
- On call cocktail waitress duties and random security position

### **Assistant Event Coordinator**

Horseshoe Club - Elko, NV - 2008 to 2010

Local entertainment agency for music venues, mostly in Elko

- Assisted in event coordinating the warren G concert at the horseshoe club
- Managed the liquor sales booth for the Baby Bash concert at the Indian colony
- Event staff for the "Men of Steel" lady's night show at the Horseshoe Club
- Online event promo
- Flyers and t-shirt logo design and distribution

### **Personal Assistant**

Cafe Axe cultural center for performing arts - Oakland, CA - 2005 to 2008

Event space rentals, cultural events, classes and competitive competitions

- Personally assisted the owner of the center from the built up ● Assist in operations of events by setting up and cleaning up event spaces, ticketing and selling refreshments.
- Assisted in building construction by painting, carpet replacement and etc
- Assisted in moving of the owners place and help setting up the new place.

### **Sales, Kreme**

Hair Demonstrator - 2002 to 2005

Hair accessories sales Kiosk - Locations in Various bay area shopping centers, including Sun Valley shopping center, Corte Madera, San Bruno and Antioch.

- Demonstrated usage of the hair accessories and inform customers on the new hair style tips and tricks.
- Responsible for the Opening and closing of the Kiosk
- Inventory maintenance, including ordering, stocking and marking forms weekly.

### **Customer Service Rep**

Marshalls - Concord, CA - 2001 to 2002

Perform return, exchanges and layaways

- Supervise all the go back merchandise items in the front bin
- Quickly and effectively resolve customer concerns, complaints and requests
- After closing merchandising, store cleanup

#### CERTIFICATIONS/LICENSES

##### **Bartending license**

Sf school of bartending

#### ADDITIONAL INFORMATION

- Highly Self motivated and team-oriented work ethics
- Trained & experienced in all aspects of Bar/restaurant operations, including staff management.
- Previous experiences in working with P.O.S system registers
- Ability to communicate fluently in Both English and Korean
- Proficient in operating various Windows based programs including Ms Office.

**Cashier Test**

**Score** / 15

b 1) A roll of quarters is worth?

- a) \$5.00
- b) \$10.00
- c) \$15.00
- d) \$20.00

$$10/15 = 87\%$$

a 2) A roll of dimes is worth?

- a) \$5.00
- b) \$4.00
- c) \$3.00
- d) \$2.00

A 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

8.75

6 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?

$$\begin{array}{r}
 1.25 \\
 + 0.90 \\
 \hline
 2.15
 \end{array}
 \quad
 \begin{array}{r}
 2.15 \\
 - 0.79 \\
 \hline
 1.36
 \end{array}$$

- 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?

$$\begin{array}{r}
 10.50 \\
 + 10.50 \\
 \hline
 21.00
 \end{array}
 \quad
 \begin{array}{r}
 7.25 \\
 + 7.25 \\
 \hline
 14.50
 \end{array}
 \quad
 \begin{array}{r}
 50.00 \\
 - 21.00 \\
 \hline
 29.00 \\
 - 14.50 \\
 \hline
 14.50
 \end{array}$$

- 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?

1

- 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?

$$\begin{array}{r}
 3.75 \\
 + 3.75 \\
 \hline
 7.50
 \end{array}
 \quad
 \begin{array}{r}
 1.25 \\
 + 1.25 \\
 \hline
 2.50
 \end{array}
 \quad
 \begin{array}{r}
 2.50 \\
 + 2.50 \\
 \hline
 5.00
 \end{array}
 \quad
 \begin{array}{r}
 3.25 \\
 + 3.25 \\
 \hline
 6.50
 \end{array}
 \quad
 \begin{array}{r}
 100.00 \\
 - 27.50 \\
 \hline
 72.50
 \end{array}$$

- a) \$78.50
- b) \$58.50
- c) \$38.50
- d) \$28.50

-2

**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? Driver's license

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

Name \_\_\_\_\_

**Servers Test**

**Score / 35**

**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

$$17/35 = 49\%$$

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

**Match the Correct Vocabulary**

D

Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

E

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)

A

Chaffing Dish

C. Used to hold a large tray on the dining floor

B

French Passing

D. Area for dirty dishware and glasses

G

Russian Service

E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

f

Corkscrew

F. Used to open bottles of wine

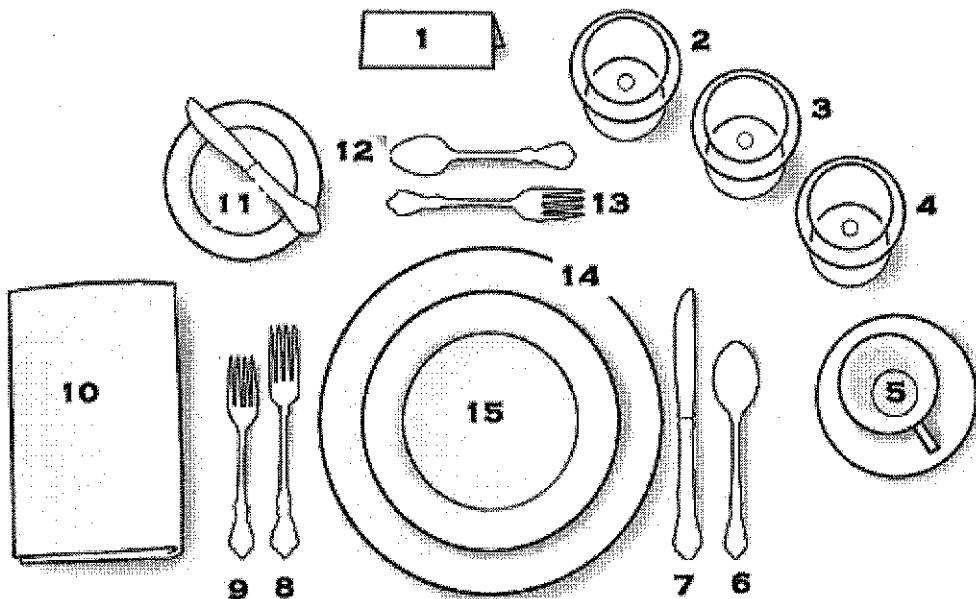
C

Tray Jack

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

Name \_\_\_\_\_ Score / 35

**Servers Test**



**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 and 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? 12
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? inform the kitchen (chef) or captain

**Bartenders Test**

**Score / 35**

**Multiple Choice (6 points)**

1) Carbonation \_\_\_\_\_ the rate of intoxication.

- a) Slows down
- b) Speeds up
- c) Does nothing to

$$26/35 = 74.1\%$$

2) What are the six most commonly used spirits?

- a) Sweet and Sour, Triple Sec, Grenadine, Midori, Lime Juice and Cranberry Juice
- b) Vodka, Whiskey, Gin, Bourbon, Rum and Tequila
- c) Chardonnay, Cabernet Sauvignon, Champagne, Merlot, Sauvignon Blanc, Zinfandel
- d) Kahlua, Vodka, Frangelico, Gin, Tequila, Spiced Rum

3) You can accept an expired ID as long as all other information is correct.

- a) True
- b) False

4) If someone has had too much to drink, serving them coffee will help sober them up.

- a) True
- b) False

5) What are the acceptable forms of ID for Alcohol Consumption?

- a) State or Government issued ID Card or Drivers License
- b) Passport or Passport ID Card (as long as it lists the person's date of birth)
- c) School ID or Birth Certificate
- d) A & B
- e) A, B & C

6) If there is no shaker tin available to scoop ice for a drink, it is okay to use a glass.

- a) True
- b) False

**Vocabulary (9 points)**

Match the word to its definition

C "Straight Up"

- a.) Used to crush fruits and herbs for craft cocktail making

f Shaker Tin

- b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured

I "Neat"

- c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice

a Muddler

- d.) To pour  $\frac{1}{2}$  oz of a liquor on top

b Strainer

- e.) Used to measure the alcohol and mixer for a drink

Q Jigger

- f.) Used to mix cocktails along with a pint glass and ice

g Bar Mat

- g.) Used on the bar top to gather spills

d "Float"

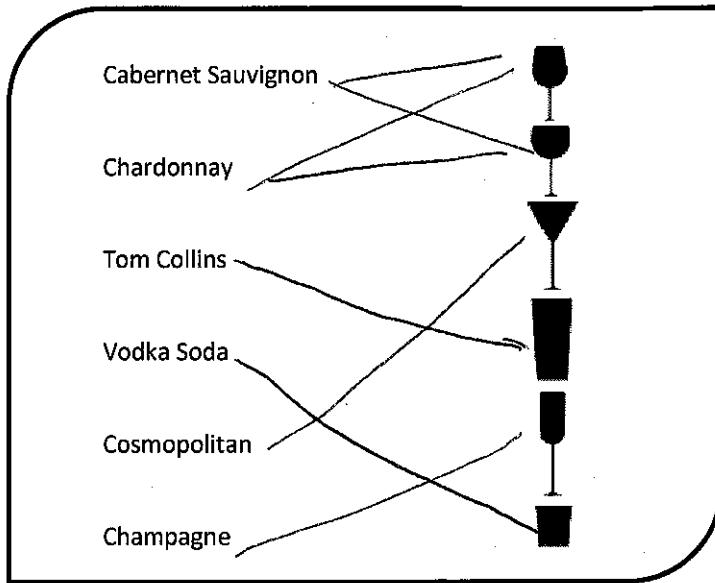
- h.) Requesting a separate glass of another drink

h "Back"

- i.) Means to serve spirit room temperature in a rocks glass with no ice

**Glassware (6 points)**

Match the correct glass to the drink



**Answer and Question (14 points)**

-1 Provide examples of 3 brand name "top shelf" spirits (3 points): grey goose, Velvetine and Hennessy

-1 What are the ingredients in a Manhattan? cherry garnish, whiskey, vermouth

-0.5 What are the ingredients in a Cosmopolitan? odka, Cranberry, triple sec, lime

What are the ingredients in a Long Island Iced Tea? odka, gin, rum and tequila <sup>sweet</sup> sour, splash of colu

-1 What makes a margarita a "Cadillac"? grand marnier float

What is simple syrup? sweet sugar water

Is it legal to pour liquor from one bottle into another? What is this called? (2 points)  
-2 no; mixing of liquor

What should you do if you break a glass in the ice? empty the whole ice tray

When is it OK to have an alcoholic beverage while working? no

What does it mean when a customer orders their cocktail "dirty"? olive juice

-0.5 What are the ingredients in a Margarita? Tequila & margarita mix  
sweet/sour, mint/real

## NOTICE TO EMPLOYEE

*Labor Code section 2810.5*

### EMPLOYEE

Employee Name: Andrea Chong

Start Date: 3/6/17

### EMPLOYER

Legal Name of Hiring Employer: S.E Scher

Is 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: \$13 & \$14 Overtime Rate(s) of Pay: \$19.50 & \$21

Rate 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  No

If 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 Komatsu

(PRINT NAME of Employer Representative)



(SIGNATURE of Employer Representative)

3/6/17

(Date)

(PRINT NAME of Employee)

Andrea Choy

(SIGNATURE of Employee)

(Date)

6/6/17

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.