

Jeanelle Urango

2736 S. King RD.
San Jose, Ca. 95122
(408)449-8543

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Objective

My goal is to become associated with a company where I can utilize my skills and gain further experience while enhancing the company's productivity and reputation.

Employment History

Cashier, Sales Associate

October 2013 - December 2013 Victoria's Secret, Milpitas, Ca

- Assist customers with questions about products, apparel, and sizing
- Operate registers and credit card machines during sales transactions
- Perform cleaning duties at the request of managers

Cashier, Sales Associate, Stock

January 2014 - April 2014 Ross inc. San Jose, Ca

- Assist customers on sales floor/fitting/at register
- Operate registers and credit card machines during sales transactions
- Responsible for receiving merchandise, unloading, unpacking, marking with codes to be identified, stocking shelves in store

Sales Associate, Marketing, Service

June 2015 - December 2015 SFE ENERGY, Bay Area(San Jose)

- Achieved monthly sales on regular basis
- Maintained and updated all customers' paperwork on a weekly basis
- Promoted creative sales enhancement methods to management

Education

Silver Creek High, San Jose, Ca.

- High School Diploma

Other Experience

Exceptional teamwork skill, and the ability to adapt fast to my environment.

Outstanding interpersonal abilities, high written, oral, and communication skills.

**Jeanelle Urango
2736 S. King Rd.
San Jose, Ca. 95122**

March 27 2017

Dear To Whom It May Concern:

I am writing in response to your listing for the position open, and would like to submit my resume for the position. With over 2 years of experience in sales and 2 years in customer service, I believe I have all the capabilities required for becoming an integral part of your team.

For the past two years I have been associated with SFE Energy, Victoria Secret, Ross Inc. and Zazzle Inc. In my position as a Sales Associate, I was responsible for generating sales, maintaining outstanding customer service, merchandising products, and supporting the in house store team.

Some specific accomplishments include:

- I earned a reputation for exceptional customer service, and became the individual designated to handle special situation related to customer service.
- I was able and willing to accept new responsibilities, and was frequently called upon to help with task and projects unrelated to my day-to-day assignments.
- I quickly gained the trust of supervisors who gave me higher level of responsibility compared to other personnel with the same amount of time on the job.

Does this sound like the person you need? If it does, I am eager to speak with you. I've enclosed my resume for your review. I look forward to hearing from you.

Sincerely,

Jeanelle Urango

ENCLOSURE

Prep Cooks Test

Score / 20

Multiple Choice (1 point each)

C 1) A gallon is equal to ____ ounces

- a. 56
- b. 145
- c. 32
- d. 128

$$11/20 = 55\%$$

A 2) Mesclun are what type of vegetable?

- a. Roots
- b. Beans
- c. Salad Greens
- d. Spices

B 3) What does the term braise mean?

- a. Sear quickly on both sides
- b. Slowly cook in covered pan with little liquid
- c. Cook on high heat and quickly
- d. Slowly cook in simmering water

B 4) At what internal temperature must chicken be cooked so that it is safe to eat?

- a. 155 degrees F
- b. 165 degrees F
- c. 175 degrees F
- d. 185 degrees F

C 5) How do you blanche vegetables?

- a. Immerse for a short time in boiling water
- b. Cook lightly in butter over med heat
- c. Soak in cold water overnight
- d. Rub with salt before cooking

C 6) Which of the following ingredients would you pack before measuring?

- a. Olive Oil
- b. Salt
- c. Brown Sugar
- d. White Sugar

A 7) What is Al Dente?

- a. Firm but not hard
- b. Soft to the touch
- c. Very hard
- d. Very soft

A 8) Food should be left out no more than

- a. 2 hours
- b. 3 hours
- c. 4 hours
- d. 5 hours

-5

Prep Cooks Test

D 9) Which is the improper way to thaw frozen food?

- a. In the fridge
- b. In a sink with cold water
- c. On the counter
- d. In the microwave

C 10) Which of the following can you use to put out a grease fire?

- a. Baking Soda
- b. Baking Powder
- c. Flour
- d. Water

A 11) What is the temperature range of the danger zone?

- a. 25-135
- b. 40-140
- c. 50-160
- d. 30-130

D 12) Which of the following is listed from smallest to largest?

- a. Dice, chop, mince
- b. Mince, chop, dice
- c. Chop, dice. Mince
- d. Mince, dice, chop

C 13) Which direction should pan handles be turned while cooking on the stove?

- a. Over the fire at all times
- b. Turned towards you for better control
- c. Turned towards the right or left at all times
- d. Over the countertop at all times

C 14) When you poach something, you cook it with what?

- a. Noodles
- b. Vegetables.
- c. Liquid
- d. Oil

C 15) Which spoon is used to remove fat from soups and stews

- a. Basting Spoon
- b. Ladle
- c. Slotted Spoon
- d. Portion Spoon

B 16) Which of the following means to cook in a small amount of fat?

- a. Season
- b. Sauté
- c. Broil
- d. Boil
- e. Fry

Prep Cooks Test

A 17) What is a Julien cut?

- a. Food cut into long thin strips, matchstick
- b. Food cut into long thin strips then turned and cut into a 1/8" dice
- c. Food diced into finely chopped and uniform pieces
- d. Cutting and peeling into oblong seven sided football like shapes

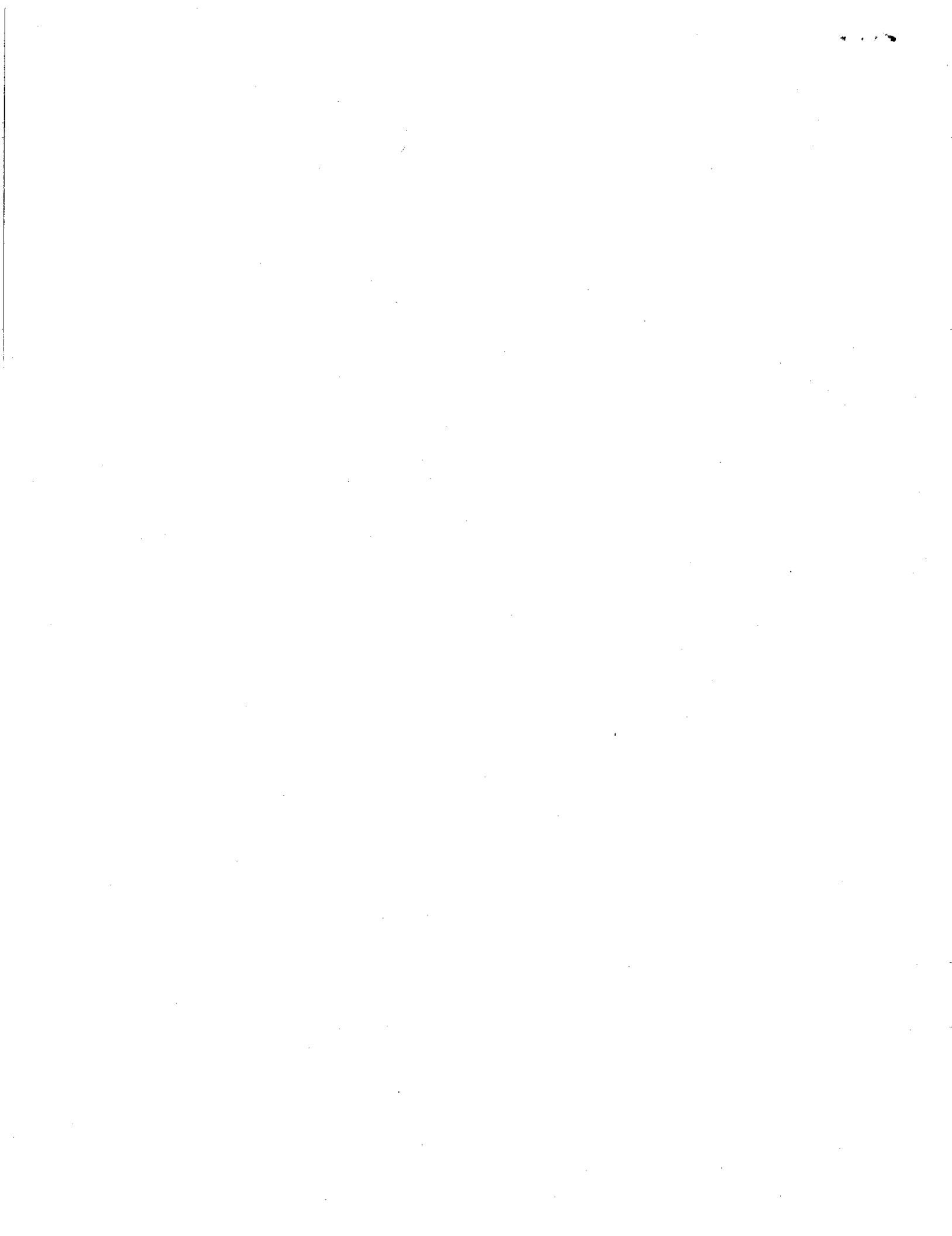
A 18) To cook a food in a pan without browning over low heat until the item softens and releases moisture.

- a. Sweat
- b. Boil
- c. Roast
- d. Grill

Fill-in the Blank (1 point each)

19) Salt & pepper are the basic seasoning ingredients for all savory recipes.

20) Chop : to cut into very small pieces when uniformity of size and shape is not important.



Bartenders Test

Score / 35

Multiple Choice (6 points)

B 1) Carbonation _____ the rate of intoxication.
 a) Slows down
 b) Speeds up
 c) Does nothing to

B 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

A 3) You can accept an expired ID as long as all other information is correct.
 a) True
 b) False

A 4) If someone has had too much to drink, serving them coffee will help sober them up.
 a) True
 b) False

D 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

A 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

$$17/35 = 49\%$$

Vocabulary (9 points)

Match the word to its definition

C i "Straight Up"

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

F C Shaker Tin

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

I D "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

E 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 H "Float"

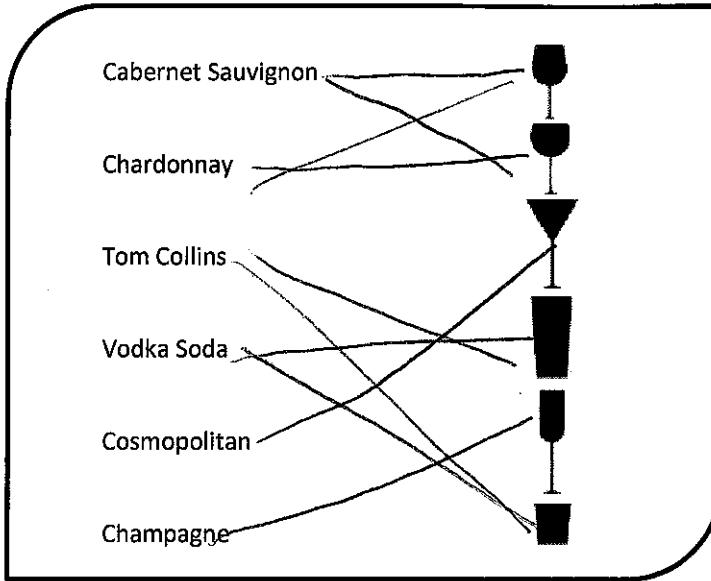
h.) Requesting a separate glass of another drink

H F "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)

Provide examples of 3 brand name "top shelf" spirits (3 points): vedette, Patron, grey goose, Hennessy

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

-0.5 What are the ingredients in a Cosmopolitan? Cranberry, Juice, lime juice, vodka, triple sec

-0.5 What are the ingredients in a Long Island Iced Tea? gin, triple sec, vodka, syrup, rum

-1 What makes a margarita a "Cadillac"? tequila, triple sec, sweet and sour, lime juice

-1 What is simple syrup? flavoring grand marnier float sugar dissolved in water

-2 Is it legal to pour liquor from one bottle into another? What is this called? (2 points)

yes No; marrying of liquor

What should you do if you break a glass in the ice? Throw it out and replace it with new ice

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

-1 What does it mean when a customer orders their cocktail "dirty"? straight alcohol add olive juice

What are the ingredients in a Margarita? tequila, lime juice, triple sec, salt
to rim conintreau 1

-10

Cashier Test

Score / 15

A

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

B

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) 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?

- 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?

- 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

$$\frac{12}{15} = 80\%$$

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 I.D. OR Drivers license

15) How many \$20 bills are in a bank band? \$1000 \$2,000

-1

9/10 = 90%.

C 1) After washing your hands, which item should be used to dry them?

- Clean apron
- Sanitized wiping cloth
- Single use paper towel
- Common used cloth

C 2) While washing dishes by hand, which item should you wear?

- Cutting glove
- Oven Mitt
- Rubber glove
- Nothing

D 3) When should you wash your hands?

- Before you start work
- After handling non-food items (garbage, money, cleaning chemicals)
- After using the restroom
- All of the above

A 4) If you need to move a heavy load, you should PULL and not PUSH the object.

- True
- False

E 5) Which of the following could you be at risk for getting burned from?

- Steam from boiling pots
- Hot liquids (coffee, soup, tea)
- Hot equipment (ovens, pots, chafing dishes)
- Harsh chemicals
- All of the above

A 6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.

- True
- False

C 7) What should you 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 immediately
- Not sure

C 8) When handling hot items you should?

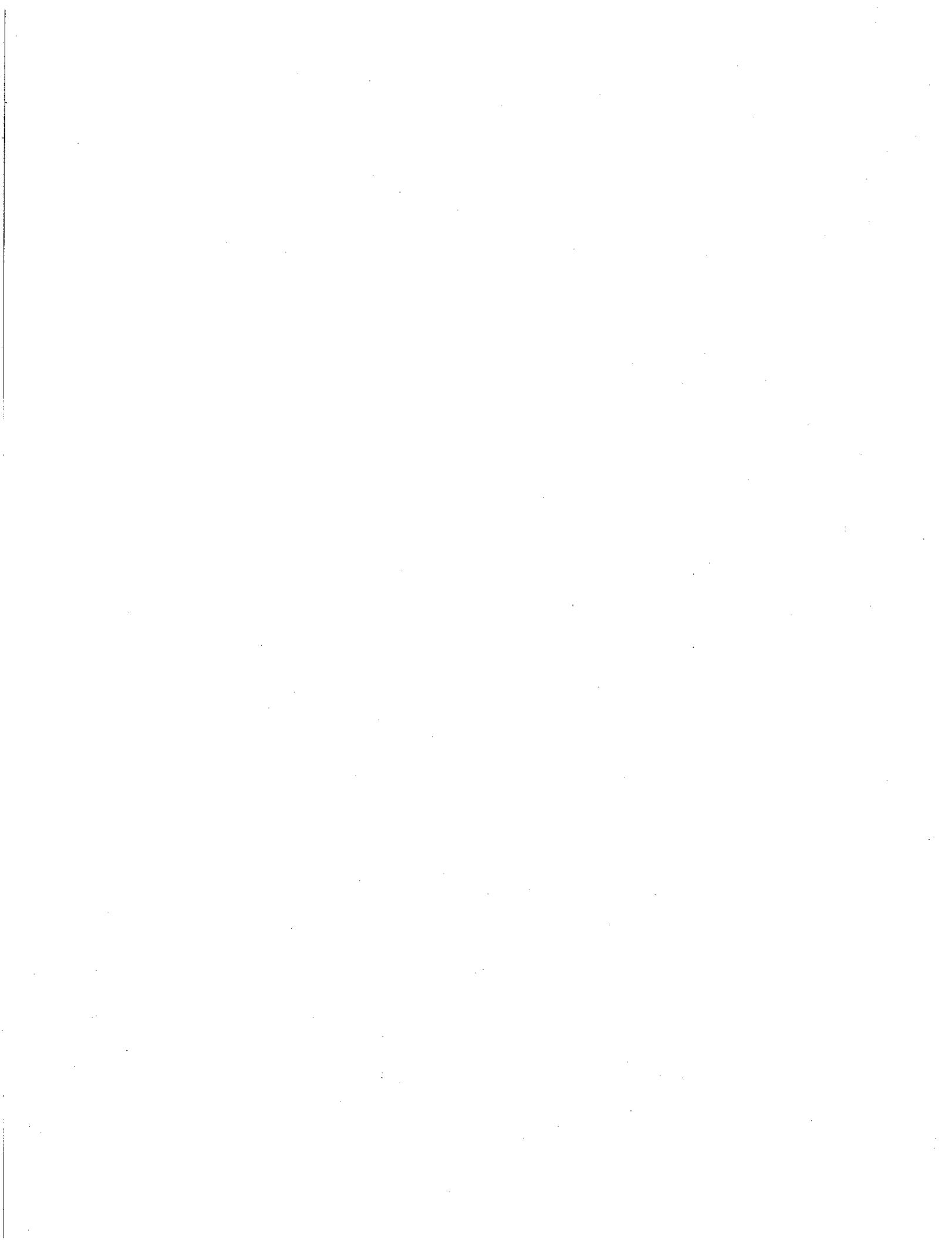
- Wear rubber gloves
- No need to wear anything
- Use an oven mitt or dry cloth towel
- Nothing

A 9) If you are using a three-compartment sink for cleaning and sanitizing, the second sink is used for?

- Rinsing
- Scraping
- Washing
- Sanitizing

C 10) What is the proper method for cleaning and sanitizing stationary equipment?

- Spray with a strong cleaning solution and wipe with a sanitized cloth
- Spray with a sanitizing solution, then rinse with clean water and dry
- Wash and rinse, then wipe or spray with a chemical-sanitizing solution
- Brush off loose soil with a clean cloth, then wipe with a sanitizing solution



Servers Test

Multiple Choice

A

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

$$21/35 = 60\%$$

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

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

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

B Scullery

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

E

A 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

C Chaffing Dish

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

B

D French Passing

D. Area for dirty dishware and glasses

G

R Russian Service

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

F

C Corkscrew

F. Used to open bottles of wine

C

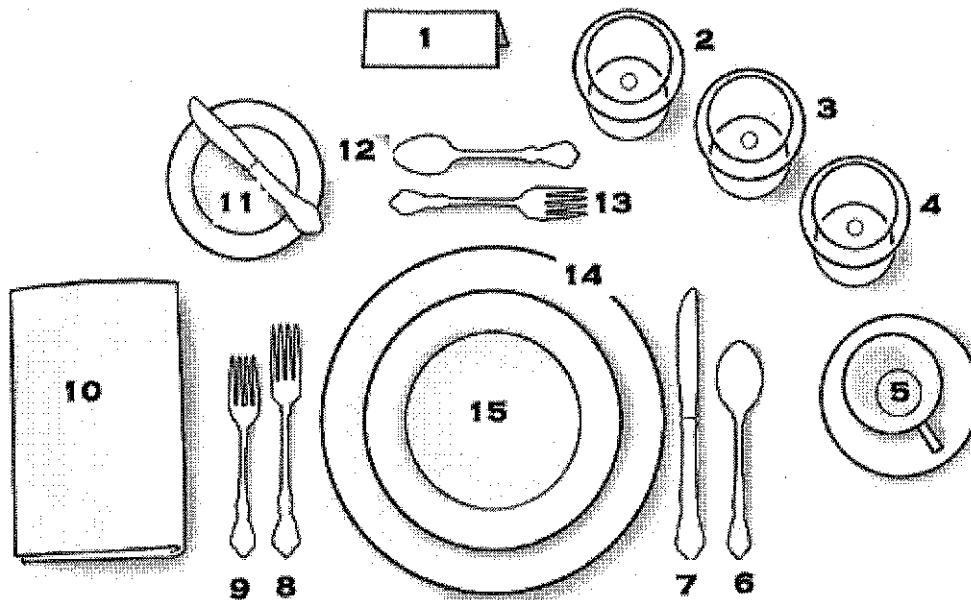
E Tray Jack

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>3</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>	Water Glass		

Fill in the Blank

1. The utensils are placed 5 one inch inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? sugar, and cream.
3. Synchronized service is when: all plates served at the same time.
4. What is generally indicated on the name placard other than the name? Table number meal choice
5. The Protein on a plate is typically served at what hour on the clock? 9:00 6.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
inform chef

NOTICE TO EMPLOYEE
Labor Code section 2810.5

EMPLOYEE

Employee Name: Jeanelle Flores
Start Date: 3/09/17

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: \$13.00 & \$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, 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.

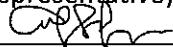
4. The employee is exempt from paid sick leave protection by Labor Code §245.5. (State exemption and specific subsection for exemption): _____

ACKNOWLEDGEMENT OF RECEIPT

(Optional)

Erika Komatsu

(PRINT NAME of Employer representative)



(SIGNATURE of Employer Representative)



(Date)

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

Jeanelle Flores

(PRINT NAME of Employee)



(SIGNATURE of Employee)



(Date)

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.