

To Hiring Manager,

My name is Anabel Sanchez and I am very interested in the Receptionist position. I obtain many of the skills and qualifications which match this position. My contact number is 408-660-7989 and email is 1ana98822@gmail.com. I look forward to hearing from you.

Thank you for your time and consideration,
Anabel Sanchez

Anabel Sanchez

1330 Foxdale loop #329 San Jose, Ca 95122 - Cell: 408-660-7989 Email:
1ana98822@gmail.com

Key Strengths:

- Excellent Multitasking skills- Able to manage multiple high priority tasks, and meet tight deadlines without compromising quality. Is flexible and readily adjusts to change and adapts to shifting priorities.
- Strong communication skills- Communicates well with fellow co-workers and customers; develop solutions to challenging customer care issues.
- Computer skills- Types 50 wpm, experienced with 10-key , knowledge in MS Word, Excel, Powerpoint, Outlook and Internet.

Work Experience:

Osullivan vending San Jose, CA

Porter/ Events at Facebook Menlo Park

May, 2014 -present

Events set up beverage, snacks per meeting host, prioritize meeting set up throughout all MPK Campuses. Porter duties dust throughout the MK brew coffee at least three times a day, stock supply at least two times a day throughout the route, communicate spills/hazards with janitorial team and facilities or day porter , detail oriented, customer service at all times.

Springer Collision Centers, San Jose CA

Receptionist/ Front Desk Admin

Jan. 2012- Oct. 2012

Responsibilities include general office duties and providing administrative support; such as handling emails, telephones, filing processing mail and FAX messages. Greeting customers and creating customer files. Processing payments and scheduling rental car reservations for customers.

- Dispatcher

Jan. 2009 – Feb. 2010

Dispatching for a sub contractor of Comcast, utilized communication skills by assisting technicians via phone. Processed payments. Dispatched with multiple phone lines. Data entry work. Tracked work throughout the week to ensure all work has been completed correctly and on time. Worked directly with field technicians in providing any additional information needed to

meet deadlines. Monitored equipment pick-up.

- City of San Jose, San Jose, CA

Parks/ Recreational Leader

Oct. 2007– Jan. 2008

Hired as a part time Recreational Leader Located at Millbrook Community Center . I assisted children grades K through sixth with their academics and social skills. Planned calendar events and coordinated special events for the Community Center. In alliance with the weekday recreation came the Sports League in which I took on as Sports Coordinator. Responsibilities for this position included managing the sporting event; ordering sports apparel and equipment, facilitating the events between the clients and staff members, developed teams and schedules, inputted data entry, registered clients and contacted team players and coaches with the

Double Tree Hotel, San Jose, CA

Gift Shop Sales Clerk

Oct. 2006 – Jan. 2007

Worked part time in the Gift Shop greeting customers, running register, balancing my cash drawer before/after every shift, calculate inventory and displaying merchandise throughout the shop.

Education

Evergreen Valley College, San Jose, CA

Sept. 2010– Aug. 2011

Foot Hill High School, San Jose, CA

To Hiring Manager,

My name is Anabel Sanchez and I am very interested in the front of house position. I obtain many of the skills and qualifications which match this position. My contact number is 408-660-7539 and email is 1ana98822@gmail.com. I look forward to hearing from you.

Thank you for your time and consideration,
Anabel Sanchez

Anabel Sanchez

1330 Foxdale loop #329 San Jose, Ca 95122 - Cell: 408-660-7539 Email:
1ana98822@gmail.com

Key Strengths:

- Excellent Multitasking skills- Able to manage multiple high priority tasks, and meet tight deadlines without compromising quality. Is flexible and readily adjusts to change and adapts to shifting priorities.
- Strong communication skills- Communicates well with fellow co-workers and customers; develop solutions to challenging customer care issues.
- Computer skills- Types 35 wpm, experienced with 10-key , knowledge in MS Word, Excel, Powerpoint, Outlook and Internet.

Work Experience:

- Osullivan vending San Jose, CA
Porter/ Events at Facebook Menlo Park May.2014- Jan.2017

Events set up beverage, snacks per meeting host, prioritize meeting set up throughout all MPK Campuses. Porter duties dust throughout the MK brew coffee at least three times a day, stock supply at least two times a day throughout the route, communicate spills/hazards with janitorial team and facilities or day porter , detail oriented, customer service at all times.

- Bon Appetite, mountain view , CA
Porter /customer service June. 2011– May.2013

Stock snacks, drinks ,forks etc ,brew coffee only mornings attend to customers at all times rotate merchandise FIFO. Clean machines de John dukes, espresso machine inside and out, day Porter responsibilities communicate with team members through out campus and all contractors as well.

- Springer Collision Centers, San Jose CA
Receptionist/ Front Desk Admin Jan. 2012- Oct. 2012

Responsibilities include general office duties and providing administrative support; such as

handling emails, answering telephones, filing processing mail and FAX messages. Greeting customers and creating customer files. Processing payments and scheduling rental car reservations for customers. Maintain office clean at all times

RCH Cable

Receptionist/ Admit role

May.2010- Nov.2011

Responsibilities include general administrative support; such as handling emails, answering telephone calls, filing processing emails and Fax messages. Submitting reports to RCH Cable field collections, processing payments, maintain office clean at all times, Greet customers, badge in employees as they come in.

- Comcast

Receptionist / Admit / Dispatch

Jan. 2009 – Feb. 2010

Dispatching for a sub contractor of Comcast, utilized communication skills by assisting technicians via phone. Processed payments. Dispatched with multiple phone lines. Data entry work. Tracked work throughout the week to ensure all work has been completed correctly and on time. Worked directly with field technicians in providing any additional information needed to meet deadlines. Monitored equipment pick-up. Answer phone calls, emails, Fax , Greet customers at all times.

Double Tree Hotel, San Jose, CA

Gift Shop Sales Clerk

Oct. 2006 – Jan. 2007

Worked part time in the Gift Shop greeting customers, running register, balancing my cash drawer before/after every shift, calculate inventory and displaying merchandise throughout the shop.

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Cashier Test

Score / 15

10/15 = 67.1

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

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 8.25?

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

- 3

- 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
- A 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? ID. CA

15) How many \$20 bills are in a bank band? 1,000 \$2,000 or 100 bills

Name Anabel
Servers Test Score / 35

Multiple Choice

17/35 = 49%

- 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 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

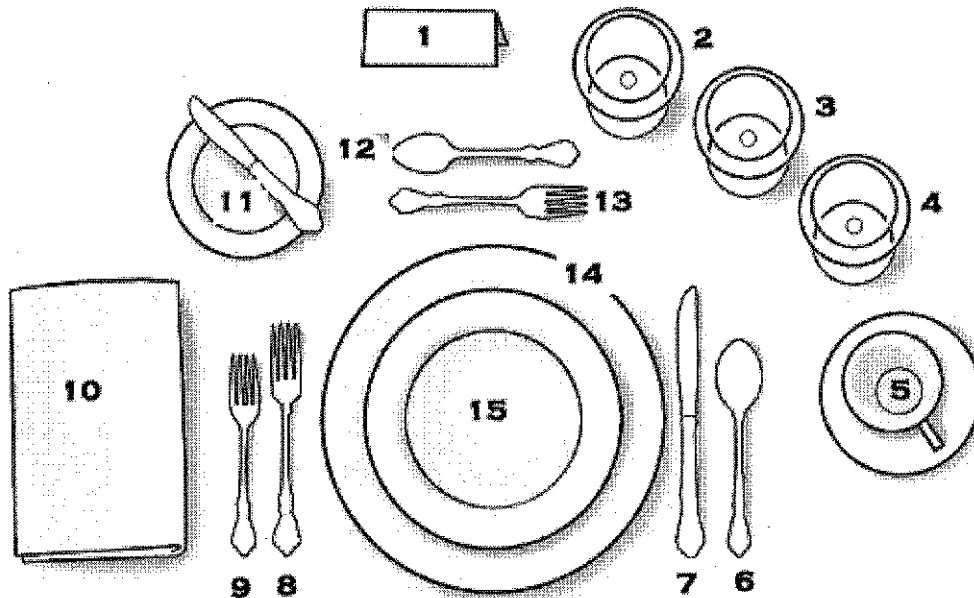
- | | | |
|---|------------------------------|---|
| D | AB A Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| E | B Queen Mary | B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron) |
| A | E 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 |
| | P 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 |

- 8

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 | 2 <u>3</u> | Wine Glass (Red) |
| 13 <u>9</u> | Dessert Fork | 9 <u>13</u> | Salad Fork |
| <u>6</u> | Soup Spoon | <u>14</u> | Service Plate |
| <u>15</u> | Salad Plate | 3 <u>4</u> | Wine Glass (White) |
| 4 <u>2</u> | Water Glass | | |

Fill in the Blank

one inch

1. The utensils are placed 3 or 4 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Sugar, Creamers
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? Food ~~preference~~ meal choice
5. The Protein on a plate is typically served at what hour on the clock? 12 6
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Order immediately. inform the chef ASAP!

-10

NOTICE TO EMPLOYEE*Labor Code section 2810.5***EMPLOYEE**Employee Name: Anabel SanchezStart Date: 4/10/17**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 INFORMATIONRate(s) of Pay: \$15.00 Overtime Rate(s) of Pay: \$22.50Rate 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)

4/10/17

Amabel Sanchez

(PRINT NAME of Employee)

(SIGNATURE of Employee)

(Date)

4/10/17

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.