

## SHONKEITHA FLETCHER

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### MANAGER

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#### EDUCATION & TRAINING

DIPLOMA

June 2010

DALLAS CAN ACADEMY

Dallas-, TX

MEDICAL ASSISTANT

CONCORDE

Dallas, TX

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#### KEY COMPETENCIES

- Management
- Customer Service
- Cashiering
- Cooking
- Food Service
- Security
- Monitoring
- Home Health
- Management of Personnel Resources
- Time Management
- Event Planning
- Judgment and Decision Making
- Management of Financial Resources
- Active Listening
- Service Orientation

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#### Professional Experience

SALARY MANAGER

October 2015 - January 2017

WHATABURGER

Garland, TX

- Run shifts to ensure fully staffed.
- Hire and Train new employees.
- Audit draws, deposits, and safe deposits.
- Cook and run cashier area.
- Daily inventory check and list.

- Labeling products.

HOME HEALTH ATTENDANT

January 2015 - September 2016

GOOD SAMARITAN

Irving, TX

- Answer patient call signals, signal lights, bells, or intercom systems to determine patients' needs.
- Change bed linens or make beds.
- Clean and sanitize patient rooms, bathrooms, examination rooms, or other patient areas.
- Provide physical support to assist patients to perform daily living activities, such as getting out of bed, bathing, dressing, using the toilet, and standing, walking, or exercising.
- Remind patients to take medications or nutritional supplements.
- Restock patient rooms with personal hygiene items, such as towels, washcloths, soap, or toilet paper.

SECURITY GUARDS DISPATCHER

June 2013 - August 2014

KENT SECURITY

Dallas, TX

- Answer calls related to event services.
- Secured and unsecured areas for clients.
- Keep daily log of guards whereabouts, and patrol areas when guards are on lunch duty

SHIFT LEADER

April 2007 - June 2015

MCDONALDS

Dallas, TX

- Enforce safety and sanitation regulations.
- Plan and establish work schedules, assignments, and production sequences to meet production goals.
- Recommend or implement measures to motivate employees and to improve production methods, equipment performance, product quality, or efficiency.
- Conduct employee training in equipment operations or work and safety procedures, or assign employee training to experienced workers.

CASHIER

March 2005 - September 2015

ARBY'S

Benbrook/ Dallas, TX

- Count money and audit money drawers.
- Keep accurate records of money exchanges, authorization forms, and transaction reconciliations.
- Furnish change persons with a money bank at the start of each shift.

## ACCOMPLISHMENTS & AWARDS

- Best Achievements Award-McDonalds, 2007
- Level 2 Security, 2016
- Level 3 Commission, 2013

## TOOLS & TECHNOLOGY

- Power Point-advanced level
- Micro Word-advanced level
- Microsoft Excel- entry level

**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

**C**

6) What is the current sales tax rate in your city 6.25?



**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

**Cashier Test**

**Score 13 / 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 ID or Driving license ✓

15) How many \$20 bills are in a bank band? 500

# TexasFoodHandler.com

## *Certificate of Completion*

### **SHONKEITHA FLETCHER**

*has completed the requirements for the food handler course.*

**Certificate No.:**

20160323577304

**Date of Birth:**

10/30/2015

**Date of Completion:**

03/23/2016

**Certificate Expires:**

03/23/2019

**License No.:**

TXDSHS # 4



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**As of January 1st 2011, TABC rules have changed and therefore no certificates are to be mailed.**

  
Jeff Lambert, SafeWay Certifications

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