

WFS DAL  
6/8/17

## SHONKEITHA FLETCHER

5601 Briarcrest Drive • Garland, Texas 75043 • **573-324-7113** • [shonkeitha.fletcher@gmail.com](mailto:shonkeitha.fletcher@gmail.com)

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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
<ul style="list-style-type: none"><li>• Run shifts to ensure fully staffed.</li><li>• Hire and Train new employees.</li><li>• Audit draws, deposits, and safe deposits.</li><li>• Cook and run cashier area.</li><li>• Daily inventory check and list.</li></ul>	

- 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.

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## ACCOMPLISHMENTS & AWARDS

- Best Achievements Award-McDonalds, 2007
  - Level 2 Security, 2016
  - Level 3 Commission, 2013
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## TOOLS & TECHNOLOGY

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

**Cashier Test**

Score 13 / 15

- 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
- 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

- 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 & 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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This is new TABC certificate design as of 09/01/2010.

This is the **official TABC certificate**. This signifies that SafeWay Certifications (through LearnTABC.com) has tested and passed **shonkeitha fletcher** according to the requirements of the Texas Alcoholic Beverage Commission. Please make a copy for your manager, if needed. **This digital reproduction of your TABC card will serve as an official proof of certification and registration as per TABC guidelines.** Thank you for using LearnTABC.com!

**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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