

**FELICIA D BOFFMAN**

9550 DEERING DR APT 210  
HOUSTON, TX 77036  
(713) 446-8677 Ext.:  
feliciaboffman343@gmail.com

**Career Objectives**

Seeking a position in customer service or clerical.

**Summary of Qualifications**

Three year of experience in customers service and clerical.  
Strong customer service and communication skills.  
Bilingual: English and Spanish  
Hard working and dependable.

**Work History****THE HELLER GROUP INC,  
CUSTOMERSERVICE/SALE**

Mar 13, 2017 - May 18, 2017

Perform duties too varied and diverse to be classified in any specific office clerical occupation, requiring limited knowledge

**Popeyes Chicken, Texas****Cashier**

Sep 27, 2016 - Apr 20, 2017

Took orders.  
Served the customers.  
Cleaned the lobby and bathrooms.

**American Dental Care, Houston, Texas****Sales Associate**

Feb 03, 2017 - Mar 01, 2017

call leads and get them signed up with the dental plan that they clicked on or when they saw the ad on TV.

**Frenchys Chicken, HOUSTON, Texas****Cashier**

May 09, 2016 - Oct 01, 2016

Customer Service.  
Handled cash transactions per shift.

**Emerald Bowl, HOUSTON, Texas****Cashier & Cook**

Jun 22, 2015 - May 28, 2016

Open shift starting with a \$300.00 bank, take orders, exchange money for food, cook and serve the food to the customers  
Clean up at the end of the shift count down the drawer to make it the starting bank and deposit the money at the end of the shift.

**McDonald's, Houston, Texas****Customer Service Associate**

Dec 13, 2014 - Apr 23, 2015

Greeted customer in professional manner.  
Took food orders and operated the cash register.  
Accepted payment from customers, and make change as necessary.  
Clean and organize eating, service, and kitchen areas.  
Trained new associates.

**Upstage Productions, Texas****Stage Hand**

Feb 08, 2014 - Apr 03, 2015

Unload trucks, help build stages inside and outside for different performers, take the stage down after the concert is over and load the trucks back up.

**ALM Services, Texas**

<b>Telephone Surveyor</b>	<b>Jul 07, 2014 - Mar 15, 2015</b>
Delivered prepared talk on the phone, reading from scripts. Contacted individuals by telephone to obtain political surveys. Obtained customer information such as name, address, and enter into computers.	
<b>The Washtub, San Antonio, Texas</b>	
<b>Receptionist</b>	<b>Mar 23, 2004 - Mar 02, 2006</b>
Greeted customers and accepted payments. Operated telephone to providing information about the washing service, taking messages. Assisted with administrative and paperwork. Filed and maintained records.	
<b>Member Works Inc., Texas</b>	
<b>CSR</b>	<b>Jan 01, 1998 - Sep 01, 1998</b>
Take calls to save a membership or to start a membership	
<b>Hollywood Video, Texas</b>	
<b>Cashier</b>	<b>Mar 01, 1998 - Jun 01, 1998</b>
Check movies out to customers	
<b>Cinemark Theater, Texas</b>	
<b>Cashier</b>	<b>Oct 01, 1996 - Feb 01, 1997</b>
I worked the concession stand in the movie theater Took orders from customers and served them.	

### **Education**

**Alief Community Center, Houston, Texas**  
**High School Diploma/GED**

Major: General Education

### **Computer Skills**

**Typing Speed: 25 Words Per Minute**

- Email Software (Outlook, Thunderbird, etc)
- Internet Browser (Internet Explorer, Firefox, etc)
- Personal Computers
- Word Processing Software (Word, WordPerfect, etc)

### **Language Skills**

**English - Excellent ( Read Write Speak )**

**Spanish - Good ( Read Write Speak )**

### **Driver's License**

**Class C - Standard Driver's License**



## Employment Application

Acrobat Outsourcing is an equal opportunity employer dedicated to non-discrimination in all employment practices. Acrobat Outsourcing selects the best qualified individual for the job based on job-related qualifications regardless of race, age (40+), color, religion, gender, national origin, ancestry, marital status, sexual orientation, disability or any other status protected by applicable law.

### PLEASE PRINT

Full Name Felicia D. Boffman Date: 06/15/2017  
Home Telephone (713) 276-5677 Other Telephone ( )  
Present Address 446-8677 9550 Deering Dr. Apt. 210  
Permanent Address, if different from present address: \_\_\_\_\_  
Email Address felicia.boffman.343@gmail.com

### EMPLOYMENT DESIRED

Position applying for: Cook / Server Salary desired: 9.00 or Better  
Are you currently registered with any staffing and/or employment agencies? If so, please list  
Chase Source  
Are you applying for: Full-time work? Yes  No  Part-time work? Yes  No   
Temporary work, e.g., summer or holiday work? Yes  No  From: \_\_\_\_\_ To: \_\_\_\_\_  
How did you find out about our open position? (Please check fill in proper name of source):  
Referral  Name of Referral Workforce Newspaper  Job Fair  Agency  Company Website   
Other Web Posting  Other Source   
Could you work overtime, if necessary? Yes  No  If hired, on what date could you start working? 05/19/2017

Please keep in mind that schedules and shifts may vary depending on position and season. Additionally, the hours may vary from week to week, depending on the company needs. Please list only the times/days you're available to work below.

SPECIFY HOURS AVAILABLE	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
DAILY							
AM	<u>8 AM</u>						
PM							

Do you have any vacations or extended leaves planned in the next 12 months? If so, please list dates:

### PERSONAL INFORMATION

Have you ever applied to or worked for Acrobat Outsourcing before? Yes  No  If yes, when? \_\_\_\_\_  
Do you have friends or relatives working for Acrobat Outsourcing? Yes  No  If yes, please state name and relationship \_\_\_\_\_  
  
If hired, would you have a reliable means of transportation to and from work? Yes  No   
If hired, can you present evidence of your legal right to live and work in this country? Yes  No   
State age if you are under 18 \_\_\_\_\_. If you are under 18, hire is subject to verification that you are of minimum legal age to work.  
Are you able to perform the essential functions of the job for which you are applying? Yes  No

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If no, describe the functions that cannot be performed. (Note: We comply with the ADA and consider reasonable accommodation measures that may be necessary for eligible applicants/employees to perform essential functions.)

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## EDUCATION & SKILLS

NAME OF SCHOOL	CITY & STATE	GRADE OR DEGREE COMPLETED	DID YOU GRADUATE?
ElSik	Houston, Tx.	9th	Grad <input checked="" type="checkbox"/> No <input type="checkbox"/>
Do you have any special licenses, certificates or special training? If so please list under "Special".		YES	NO
Are you computer literate? If so, list software knowledge under "Special." Microsoft Soft		YES	NO
Are you proficient with Point of Sales Systems? If so please list which ones under "Special." Cashiering		YES	NO
Do you have any other experience, training, qualifications or special skills, which you feel make you especially suited for work at Acrobat Outsourcing? If so, please list under "Special."		YES	NO
Special:			

## EMPLOYMENT HISTORY

List below all present and past employment starting with your most recent employer (last 10 years is sufficient). Account for unemployment periods of three months or more.

Are you currently employed? Yes  No  If so, may we contact your current employer? Yes  No

Name and Address of Employer The Heller Group

Type of Business Call Center Telephone No. (832) 518-4804 Supervisor's Name Duane Davis

Your Position and Duties make outbound calls to energy customers in Maryland to get them on a fixed rate for 30 months. / CSR / SALES ASSOCIATE

Dates of Employment: From 03/13/2017 To 05/18/2017 Weekly Pay: Starting \$8.00 Ending \$8.00

Reason for Leaving: Hours and Company has a very high turn over

Name and Address of Employer Emerald Bowl

Type of Business Bowling Alley Telephone No. (713) 515-9687 Supervisor's Name Jazzy

Your Position and Duties Cashier + Cook - Greet customers, take orders, exchange money for food, clean, cook, deposit money at the end of the shift

Dates of Employment: From 06/1/2015 To 05/2016 Weekly Pay: Starting \$7.75 Ending \$8.00

Reason for Leaving: Difference with the hours dealing with a split shift

Name and Address of Employer Poppy's

Type of Business Restaurant Telephone No. (713) 771-3243 Supervisor's Name Moses / Patrice

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Your Position and Duties Cashier - Greet customers, take orders, bag orders, clean lobby and restrooms

Dates of Employment: From 09/2016 To 04/2017 Weekly Pay: Starting \$7.75 Ending \$7.75

Reason for Leaving: Was only there on days off a week.

Name and Address of Employer Frenchy's

Type of Business Restaurant Telephone No. (281) 530-8283 Supervisor's Name Melvin

Your Position and Duties Cashier - take orders, call orders, bag orders, clean lobby and restroom

Dates of Employment: From 05/2016 To 10/2016 Weekly Pay: Starting \$7.50 Ending \$7.58

Reason for Leaving: Started a new job

Have you ever been fired from any previous place of employment? If so, please explain: \_\_\_\_\_

## MILITARY SERVICE

Have you obtained any special skills or abilities as the result of service in the military? Yes        No ✓  
If so, describe: \_\_\_\_\_

## JOB RELATED REFERENCES

List below three persons not related to you who have knowledge of your work performance within the last three years.

Name: Amanda Stephenson Telephone No. (346) 444-6508

Address 9550 Concourse Dr.

Occupation: Cashier Relationship: Friend / coworker Number of Years Acquainted: 4 yrs.

Name: Anthony Font Telephone No. (832) 544-9395

Address ~?

Occupation: \_\_\_\_\_ Relationship: Friend / coworker Number of Years Acquainted: 1

Name: Alex Martin Telephone No. (713) 386-9061

Address 6222 Foster "B" Houston Tx. 77021

Occupation: Cashier / Cook Relationship: friend Number of Years Acquainted: 1



**Please Read Carefully, Initial Each Paragraph and Sign Below**

I hereby certify that I have not knowingly withheld any information that might adversely affect my chances for employment and that the answers given by me are true and correct to the best of my knowledge. I further certify that I, the undersigned applicant, have personally completed this application. I understand that any omission or misstatement of material facts on this application or on any document used to secure employment shall be grounds for rejection of this application or for immediate discharge if I am employed, regardless of the time elapsed before discovery.

I hereby authorize Acrobat Outsourcing to thoroughly investigate my references, work record, education and other matters related to my suitability for employment and, further, authorize the references I have listed to disclose to the company any and all letters, reports and other information related to my work records, without giving me prior notice of such disclosure. In addition, I hereby release the company, my former employers and all other persons, corporations, partnerships and associations from any and all claims, demands or liabilities arising out of or in any way related to such investigation or disclosure.

I hereby authorize Acrobat Outsourcing and its authorized representatives to solicit information regarding my background, which may include but not be limited to, information about my employment, education, and/or criminal history, which may be in the files of any federal, state, or local criminal justice and law enforcement agency and general public records history.

I understand that if selected for hire, it will be necessary for me to provide satisfactory evidence of my identity and legal authority to work in the United States, and that federal immigration laws require me to complete an I-9 form in this regard within three days of my hire date.

Acrobat Outsourcing is an at-will employer. I understand that nothing contained in the application, or conveyed during any interview, which may be granted or during my employment, if hired, is intended to create an employment contract between me and the company. In addition, I understand and agree that if I am employed, my employment is for no definite or determinable period and may be terminated at any time, with or without prior notice, with or without cause, at the option of either myself or the company, and that no promises or representations contrary to the foregoing are binding on the company unless made in writing and signed by me and the company's designated representative.

I hereby acknowledge that I have read and understand the above statements.

Applicant's Signature

Date

8/15/2017

**Cashier Test**

**Score** / 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

**C** ✓ 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

**O** ✗ 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

**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 Issued ID or Dri Lic

15) How many \$20 bills are in a bank band? 5 ?

## Interview Note Sheet

### Applicant Information

Name: <u>Felicia Bottman</u>	Interviewer: <u>Celeny Diaz</u>
Date: <u>6/15/17</u>	Rate of Pay:
Position (s) Applied for: <u>Prep Cook   cashier</u>	Referred by:

### Test Scores

Server	/35	%	Bartender	/35	%
Prep Cook	/20	%	Barista	/15	%
Grill Cook	/40	%	Cashier	/15	%
Dishwasher	/10	%	Housekeeping	/16	%

### Seeking:

Full-Time

Part-Time

### Relevant Experience & Summary of Strengths

Total of 2 in Food Service/Hospitality

- Doesn't mind to travel as long is on a bus line.

2 years in food industry.

Excellent cashier experience

P.O.S. Experience: Y / N details: \_\_\_\_\_

### Transportation

Car       Public Transit       Carpool ( Rider / Driver )

### Regions Available to work:

SF City	SF North	SF Peninsula	East Bay	Outer East Bay
San Jose	South San Jose		SJ Peninsula	<u>HOUSTON</u>

### Certifications (if any)

TiPS       Serv-Safe       LEAD       Other FHC       Will Submit

### Availability

Open       AM only       PM only       Weekdays only       Weekends only

Details: \_\_\_\_\_

### Uniforms Owned:

Bistro       Black Bistro       Tuxedo       1/2 Tuxedo       Black Vest       Long Black Tie

Chef Coat       Chef Pants       Knives       Black Pants       Non-Slip Shoes       Bow Tie       Other: \_\_\_\_\_

Would you recommend this applicant for Acrobat Academy? yes

Convention Candidate? \_\_\_\_\_

Other Languages Spoken \_\_\_\_\_