

# Interview Note Sheet

## Applicant Information

Name: <u>Rika Johnson</u>	Interviewer: <u>Steven Gonzalez</u>
Date: <u>6/26/17</u>	Rate of Pay:
Position(s) Applied for: <u>Cashier / Bartender / Server</u>	Referred by:

## Test Scores

Server	/35	%	Bartender	33/35	%
Prep Cook	/20	%	Barista	/15	%
Grill Cook	/40	%	Cashier	/15	%
Dishwasher	/10	%	Housekeeping	/16	%

Seek full-time

Full-Time

Part-Time

## Relevant Experience & Summary of Strengths

Looking for a bartender/server/cashier Total of \_\_\_\_\_ in Food Service/Hospitality  
 sig: Open to travel to different location. Rika has her own  
 transportation and is reliable.

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

## Transportation

Car      Public Transit      Carpool ( Rider / Driver )

## Regions Available to work

Kansas City, KS      Overland Park, KS      Kansas City, MO      Independence, MO

## Certifications (if any)

TiPS      Serv-Safe      LEAD      Other \_\_\_\_\_ Will Submit

## Availability

Open      AM only      PM only      Weekdays only      Weekends only

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

## Uniforms Owned

<u>Bistro</u> Chef Coat	<u>Black Bistro</u> Chef Pants	Tuxedo Knives	1/2 Tuxedo Black Pants	<u>Black Vest</u> <u>Non-Slip Shoes</u>	Long Black Tie <u>Bow Tie</u>	Other: _____
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Would you recommend this applicant for Acrobat Academy?

Convention Candidate?

Other Languages Spoken:

# Rika Johnson

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317 N FoxRidge Dr Apt 102, Raymore MO 64083  
Home: 816-388-3071 Cell: 816-986-0116  
rikajhnsn@yahoo.com

## Summary

Medical Billing Specialist - Collector - Administrative Assistant with experience supporting physicians in a busy medical office. Expertise includes verifying insurance coverage, records reviews and knowledge of various medical billing systems.

## Skill Highlights

- Maintains strict confidentiality
- Knowledge of HMOs, PPOs, and Medicare
- Managed care contract knowledge
- Electronic Medical Record (EMR) software
- ICD-9 coding
- Medical billing software
- Patient-focused care
- Deadline-driven

## Professional Experience

University of Kansas Physicians  
**Operations Billing Specialist**  
Kansas City , KS

May 2007 to January 2016

Duties included billing services for VA inpatient claims and global transplant services. Appropriately and correctly identified errors and re-filed denied/rejected claims as they were received from the Patient Account Representative. Completed appeals and filed and submitted claims. Posted charges, payments and adjustments. Submitted refund requests for claims paid in error. Performed full-cycle medical billing in a fast-paced medical billing company for VA and transplant services. I also had some experience with research/grant patient account studies for research patients.

Thoroughly investigated past due invoices and minimized number of unpaid accounts. Carefully reviewed medical records for accuracy and completion as required by insurance companies. Strictly followed all federal and state guidelines for release of information. Examined diagnosis codes for accuracy, completeness, specificity and appropriateness according to services rendered. Retrieved physician correspondence from dictation service and made edits when necessary. Acted as a liaison between the business department, billers and third party payers in resolving billing and reimbursement accuracy. Demonstrated knowledge of HIPAA Privacy and Security Regulations by appropriately handling patient information.

**Health Care Admin Services**  
**Payment Posting Rep- A/R**  
Kansas City

May 2001 to August 2006

Acted as a liaison between the business department, billers and third party payers in resolving billing and reimbursement accuracy. Confirmed patient information, collected copays and verified insurance. Posted charges, payments and adjustments. Meticulously tracked and resolved underpayments. Performed quality control of the data entry system to verify that claims and payments were posted correctly. Performed full-cycle medical billing in a fast-paced medical billing company.

## Education and Training

**Wright Business School**

1997

**Certificate: Healthcare Administration/ Med Asst Admin**  
Overland Park, KS, USA

**Grandview Senior High School**  
**High School Diploma: General**  
Grandview, MO, USA

1993

B **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
- B 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
- A 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
- B 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

**Vocabulary** (9 points)

Match the word to its definition

- C "Straight Up"
- F Shaker Tin
- I "Neat"
- A Muddler
- B Strainer
- E Jigger
- G Bar Mat
- D "Float"
- H "Back"

- a.) Used to crush fruits and herbs for craft cocktail making
- b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured
- c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice
- d.) To pour  $\frac{1}{2}$  oz of a liquor on top
- e.) Used to measure the alcohol and mixer for a drink
- f.) Used to mix cocktails along with a pint glass and ice
- g.) Used on the bar top to gather spills
- h.) Requesting a separate glass of another drink
- i.) Means to serve spirit room temperature in a rocks glass with no ice

**Servers Test**

**Multiple Choice**

C 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 c) On the right side with the left hand  
 d) On the right side with the right hand

B 2) Drinks are served on what side with what hand?  
 a) On the left side with the left hand  
B 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

D 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 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  
A 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 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 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**

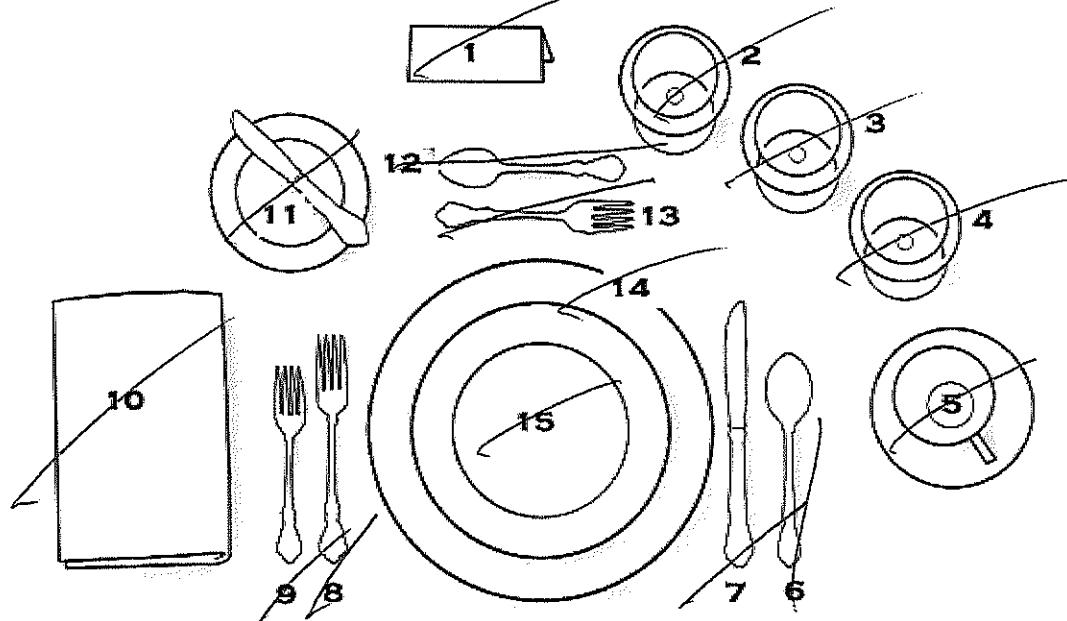
D Scullery  
E Queen Mary  
A Chaffing Dish  
B French Passing  
C Russian Service  
F Corkscrew  
C Tray Jack

A. Metal buffet device used to keep food warm by heating it over warmed water  
 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)  
C C. Used to hold a large tray on the dining floor  
 D. Area for dirty dishware and glasses  
 E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored  
 F. Used to open bottles of wine  
 G. Style of dining in which the courses come out one at a time

Name Rhonda Johnson

Score 28 / 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>3</u>	Wine Glass (Red)
<u>13</u>	Dessert Fork	<u>9</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>2</u>	Water Glass		

**Fill in the Blank**

1. The utensils are placed 3 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Creamer + Sugar.
3. Synchronized service is when: ✓
4. What is generally indicated on the name placard other than the name? Food allergies / Specific diet
5. The Protein on a plate is typically served at what hour on the clock? 6 O'CLOCK
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

inform the chef or kitchen immediately  
mark w/ special card