

Interview Note Sheet

| Applicant Information | |
|--------------------------------------|--|
| Name: <u>Brianna Mirosh</u> | Interviewer: <u>Shelby</u> |
| Date: <u>7-19-2017</u> | Rate of Pay: <u>9.25-11</u> |
| Position (s) Applied for: <u>Any</u> | Referred by: <u>2nd chance program</u> |

| Test Scores | | | | | |
|-------------|---------------|---|--------------|---------------|---|
| Server | <u>18</u> /35 | % | Bartender | <u>/35</u> | % |
| Prep Cook | <u>/20</u> | % | Barista | <u>/15</u> | % |
| Grill Cook | <u>29</u> /40 | % | Cashier | <u>/15</u> | % |
| Dishwasher | <u>/10</u> | % | Housekeeping | <u>13</u> /14 | % |

| Seeking: |
|-----------|
| Full-Time |
| Part-Time |

| Relevant Experience & Summary of Strengths |
|---|
| <p style="text-align: right;">Total of _____ in Food Service/Hospitality</p> <p><u>SERVING EXPERIENCE</u></p> <p><u>- LAST JOB UPS</u></p> <p><u>- HAS A CAR!</u></p> |

P.O.S. Experience: Y / N details: _____

| Transportation |
|--|
| <input checked="" type="radio"/> Car <input type="radio"/> Public Transit <input type="radio"/> Carpool (Rider / Driver) |

| Regions Available to work: |
|--|
| <input checked="" type="radio"/> Kansas City, KS <input checked="" type="radio"/> Overland Park, KS <input type="radio"/> Kansas City, MO <input type="radio"/> Independence, MO |

| Certifications (if any) |
|--|
| <input type="checkbox"/> TIPS <input type="checkbox"/> Serv-Safe <input type="checkbox"/> LEAD <input type="checkbox"/> Other _____ <input type="checkbox"/> Will Submit |

| Availability |
|---|
| <input type="checkbox"/> Open <input type="checkbox"/> AM only <input type="checkbox"/> PM only <input type="checkbox"/> Weekdays only <input type="checkbox"/> Weekends only |

| Details: |
|--|
| <input type="checkbox"/> Uniforms Owned: |

| |
|--|
| <input type="checkbox"/> Bistro <input type="checkbox"/> Black Bistro <input type="checkbox"/> Tuxedo <input type="checkbox"/> 1/2 Tuxedo <input type="checkbox"/> Black Vest <input type="checkbox"/> Long Black Tie |
| <input type="checkbox"/> Chef Coat <input type="checkbox"/> Chef Pants <input type="checkbox"/> Knives <input type="checkbox"/> Black Pants <input type="checkbox"/> Non-Slip Shoes <input type="checkbox"/> Bow Tie <input type="checkbox"/> Other: _____ |

| | | |
|---|-----------------------|-------------------------|
| Would you recommend this applicant for Acrobat Academy? | Convention Candidate? | Other Languages Spoken: |
|---|-----------------------|-------------------------|

Bridget Mirosh

3738 Mersington Avenue · Kansas City · MO · 64128

· {Cell}: 816-739-8113 ·

{Email} bmirosh1989@gmail.com

Skills

Customer Service
Retail Sales
High Volume Experience
Cash Register Operation
Cash Handling
Bar Code Scanner
Shipping & Receiving
Loading & Unloading
FIFO
Inventory

Quality Control
Money Drops / Deposits
Keyholder Responsibilities
Phone Answering Skills
Computer Literate
Serving
Menu Creation
Food Preparation
Salad Preparation
Cold Preparation

Knife Skills
Plate Presentation
From-Scratch Recipes
Ability to Follow Recipes
Stock Rotation
Adaptable
Quick Learner
Good Communication
Dependable
Strong Work Ethic

Relevant Experience

Snelling, LLC

Mail Sorter

February 2017 – May 2017
Kansas City, MO

Read labels on packages to properly place mail on sorter machine. Shipped packages to appropriate destinations. Completed Department Lead training to be promoted within company.

Club at Marimack

Club House Attendant

February 2016 – May 2016
Kearney, MO

Assisted Club members with a variety of customer service needs, including tending to golf carts, preparing and serving food orders, preparing and serving drink orders, handling cash, and any other items that may arise. Assisted with variety of problem solving items, including golf course layout and play direction.

Porter's

Cashier

October 2015 – May 2016
Kearney, MO

Problem solved with customers that came into the store to assist them with whatever hardware needs they had. Provided exemplary customer service skills in person at the store, over the phone, as well as maintaining great customer service with all other employees and vendors. Operated cash register for financial transactions, including handling cash and counting correct change. Performed inventory duties to ensure accurate stock count. Assisted with advertisement placement in-store.

Miguel & Lefty's

Server

May 2012 – October 2013
Plattsburg, MO

Greeted customers with smile and personality, assisted them to appropriate dining area. Took food orders to specification and communicated all details with kitchen staff. Delivered all food to customers promptly and assisted with any other customer requests. Assisted with food prep on line when short staffed in kitchen, including cold and hot prep. Completed all necessary opening and closing duties in Front of House. Understanding of FIFO principles.

United Postal Service (UPS)

Pre-Loader, Clerk, Driver's Helper

July 2011 – January 2012
Saint Joseph, MO

Removed packages from pre-load dock area to be sorted to the appropriate area. Utilized bar code scanning equipment to redirect packages to the correct department. Assisted with the delivery of packages to customers' homes using the established dyad system. Maintained exemplary customer service communication with all customers, fellow employees, vendors and employers.

Education

Maple Woods Community College

General Education Courses

2009 - 2010
Gladstone, MO

Maple Woods Community College

General Education Diploma

2008
Gladstone, MO

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 Bridget Mirosh Date: _____
 Home Telephone (816) 739-8113 Other Telephone (816) 204-034
 Present Address 3738 Mersington Ave, Kansas City, MO 64128
 Permanent Address, if different from present address: _____
 Email Address bmirosh1989@gmail.com

EMPLOYMENT DESIRED

Position applying for: _____ Salary desired: \$9.00/hr
 Are you currently registered with any staffing and/or employment agencies? If so, please list
NO

Are you applying for: Full-time work? Yes___ No___ Part-time work? Yes X No___
 Temporary work, e.g., summer or holiday work? Yes___ No X From: _____ To: _____
 How did you find out about our open position? (Please check fill in proper name of source):
 Referral X Name of Referral Brittney Peterson 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? 7/24/17

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 DAILY | SUNDAY | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY |
|-------------------------------|--------|--------|---------|-----------|----------|--------|----------|
| AM | 7:00 | 7:00 | 7:00 | 7:00 | 1:00pm | 7:00 | 7:00 |
| PM | 8:00 | 8:00 | 8:00 | 8:00 | 8:00pm | 2:00 | 2:00 |

Do you have any vacations or extended leaves planned in the next 12 months? If so, please list dates:
August 21st, September 8, 9, 16

PERSONAL INFORMATION

Have you ever applied to or worked for Acrobat Outsourcing before? Yes___ No X If yes, when? _____
 Do you have friends or relatives working for Acrobat Outsourcing? Yes___ No X If yes, please state name and relationship _____
 If hired, would you have a reliable means of transportation to and from work? Yes X No___
 If hired, can you present evidence of your legal right to live and work in this country? Yes X 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 X No___

Acrobat

outsourcing
Your Hospitality Staffing Professionals

Your Position and Duties cashier/customer service: operated cash register, assisted customers with hardware questions and needs, advertisement placement.

Dates of Employment: From Oct 2015 To May 2016 Weekly Pay: Starting \$8.00/hr Ending \$8.50

Reason for Leaving: Personal reasons

Name and Address of Employer Miguel and Lefty's BBQ 502 N. 7th St, Plattsburg, MO 64477

Type of Business Restaurant Telephone No. () Supervisor's Name Mike Malone

Your Position and Duties waitress: took food orders, served customers orders, helped with food prep, bussing tables, general cleaning.

Dates of Employment: From May 2012 To Oct 2013 Weekly Pay: Starting \$3.00/hr Ending \$3.00/hr

Reason for Leaving: Business closed permanently + Tips

Have you ever been fired from any previous place of employment? If so, please explain: terminated upon promotion due to background check - Snelling LLC

MILITARY SERVICE

Have you obtained any special skills or abilities as the result of service in the military? Yes No X
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: John McDaniel Telephone No. (816) 645-3363

Address 1520 E 18th St, K.C., MO

Occupation: Partner Relationship: housekeeping Number of Years Acquainted: 2

Name: Tawanda Sanders Telephone No. (816) 368-7576

Address 1010 Century Dr., K.C., MO

Occupation: Warehouse Lead Relationship: previous Number of Years Acquainted: 1

Name: Leroy Malone Telephone No. (713) 824-0350

Address 710 W Walnut, Plattsburg, MO 64477

Occupation: Retired Business Owner Relationship: previous supervisor Number of Years Acquainted: 5

Grill Cooks Test

Score 21 / 40

Multiple Choice Test (1 point each)

- b 1) How much time should you take to wash your hands with soap?
- a) 1 minute
 - b) 20 seconds
 - c) Time does not matter, water temperature does
 - d) 5 minutes
- ac 2) The recommended temperature for your refrigerator is...
- a) 45°F
 - b) 50°F
 - c) 40°F
 - d) 20°F
- d 3) Food handlers must always wash their hands
- a) Before starting work
 - b) Switching between handling raw and ready-to-eat food
 - c) After going to the restrooms
 - d) All of the above
- d 4) The most important reason for having food handlers wear hair restraints is to
- a) Prevent food from getting into food handlers' hair
 - b) Prevent food handlers from contaminating their hands by touching their hair
 - c) Keep the food handlers' hair in place
 - d) None of the above
- C 5) Which of these conditions requires immediate corrective action?
- a) Packaged food items are stored at least 6 inches above the floor
 - b) Ice is being used to cool beef stew in a shallow pan
 - c) Raw meats are stored on a shelf above ready-to-eat egg salad in the walk-in cooler
 - d) Raw fish is stored above raw chicken in the walk-in freezer
- C 6) Bacteria grow best in the temperature "danger zone" which includes temperatures between?
- a) 0°F and 100°F
 - b) 32°F and 220°F
 - c) 41°F and 135°F
 - d) 39°F and 178°F
- d 7) After cutting raw chicken, what should be done before the cutting board is used for slicing onions for salad?
- a) Clean the cutting board with a wet wiping cloth
 - b) Turn the board over and use the other side
 - c) Rinse the board with running water
 - d) Wash, rinse, and sanitize the board prior to slicing the onions
- d 8) Which of the following is NOT an approved method to thaw potentially hazardous foods?
- a) In a microwave oven
 - b) During the cooking process
 - c) Under cool running water
 - d) On a clean counter, at room temperature
- a 9) Wiping cloths stored submerged in a bucket of sanitizing solution are for:
- a) Wiping spills only
 - b) Washing hands if the hand sinks are too far away
 - c) Sanitizing the blade of utensils such as knives
 - d) Maintaining moisture on the wiping cloth

Grill Cooks Test

- b 19) Which of the following best describes the process of Caramelization?
- a) To cook quickly in a pan on top of the stove until food is browned
 - b) Process through which natural sugars in food become browned and flavorful while cooking
 - c) Cooking method by which food is browned in fat, then cooked, tightly covered, in liquid at low heat
 - d) To plunge food into boiling water briefly, then into cold water to stop the cooking process
- C 20) What temperature should chicken be cooked to?
- a) 145°F
 - b) 155°F
 - c) 165°F
 - d) 175°F
- C 21) What temperature should ALL ground meat be cooked to?
- a) 145°F
 - ☒ b) 155°F
 - c) 165°F
 - d) 175°F
- C 22) What temperature should fish be cooked to?
- ☒ a) 145°F
 - b) 155°F
 - c) 165°F
 - d) 175°F

23) What is a roux and what is it used for? (2 points)

A cream sauce made ~~of~~ with starch
used for thickening

24) What is the process of making clarified butter, and why is clarified butter used? (3 points)

melting butter and letting it cool, scooping the
hardened butter (fat) off of the top, leaving the liquid.
It has less fat, it is a pure butter.

25) What are the 5 mother sauces? (5 points)

- 1.
- 2.
- 3.
- 4.
- 5.

26) What does it mean to season a grill and why is this process important? (3 points)

to oil and salt the grill. It removes food particles
with out using water and soap which would rust.

27) What are the ingredients in Hollandaise sauce? (5 points)

Name: Bridget Mirosh

Score 13/14

Housekeeping Test

03070

1. During which of the following situation(s) should you wear gloves?
 - a) When handling disinfectant solutions
 - b) When cleaning guest rooms
 - c) When handling soiled linen
 - d) When handling or disposing of waste
 - ☒ e) All of the above
2. Which of the following should be cleaned daily?
 - a) Chairs, lamps, and tables
 - b) Tabletops, bed, and handrails
 - c) Grab bars, light, tops of doors and counters
 - d) Floors, sinks, toilets, and latrines
 - ☒ e) All of the above
3. True or False: You do not need to use a separate cloth for cleaning bathrooms. False
4. True or False: Dusting is most commonly used for cleaning walls, ceiling, doors, windows and furniture. True
5. Should the following be cleaned daily or weekly? Circle one.
 - a) Floors Daily/ Weekly
 - b) Toilets and latrines Daily/ Weekly
 - c) Carpets in guest rooms Daily/ Weekly
 - ☒ d) Carpets in offices Daily/ Weekly
 - e) Soiled linen Daily/ Weekly
6. The best way to clean the floors:
 - a) Scrubbing
 - b) Dry sweeping and dusting
 - ☒ c) Sweeping, mopping and dusting
 - ☒ d) Wet mopping
7. What should do if you spill liquids or see a liquid spill?
 - a) Leave it for someone else to clean- up
 - b) Wait until the end of your shift to clean it
 - ☒ c) Flag the spill and clean it up immediately
 - d) Not sure
8. The proper procedure for cleaning spills of blood and other body fluids is:
 - ☒ a) Wearing gloves, clean with cloth soaked in chlorine solution and follow up with disinfectant solution
 - b) Find the janitor on- duty and ask him to clean it up
 - c) Grab whatever is closest and wipe up immediately, then mark "Biohazard"
 - d) Nothing
9. What do you do if you encounter with bed bugs in a guest room?

Flag room, notify supervisor, Follow steps of bed bug removal.
10. What do you do if you find Lost and Found items in a guest rooms?

Take them to the supervisor to see if the guests can be contacted and notified.
11. Describe the difference between a disinfectant and a cleaning solution?

A disinfectant kills germs on contact, a cleaning solution is for more delicate surfaces that could be damaged by chemicals in disinfectants.

Servers Test

Name Bridget Mirosh

Score 16 / 35

Multiple Choice

- d 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
- a 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
- b 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
- a 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
- 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) All of the above
- a 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

5/10

WENT OVER ANSWERS

Match the Correct Vocabulary

- | | |
|-------------------------------------|---|
| <u>E</u> Scullery | <u>A</u> Metal buffet device used to keep food warm by heating it over warmed water |
| <u>G</u> Queen Mary | <u>B</u> 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) |
| <u>D</u> Chaffing Dish | <u>C</u> Used to hold a large tray on the dining floor |
| <u>A</u> French Passing | <u>D</u> Area for dirty dishware and glasses |
| <u>B</u> Russian Service | <u>E</u> Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>E</u> Corkscrew | <u>F</u> Used to open bottles of wine |
| <u>C</u> Tray Jack | <u>G</u> Style of dining in which the courses come out one at a time |