

Ruby Ormond
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OBJECTIVE

Well rounded professional, searching to assist the public through customer service.

EDUCATION

Diploma, June 1972
Foothill High School, San Jose, CA

EXPERIENCE

Home Care California
December 2016 - March 2017

- Groomed Patient
- Cooked meals
- Cleaned residents

Comfort Keepers
November 2013 - December 2013
Caregiver, Cupertino, CA

- Administer medication (insulin)
- Cleaned Residents
- Cooked meals (special diet)
- Groomed patient

Home Watch Care
September 2013 - October 2013
Caregiver, Evergreen, CA

- Administer medication
- Cooked meals
- Groomed patient
- Cleaned residents

Sling Shot (Stanford University)
June 2013 - August 2013
Janitorial, Palo Alto, CA

- Deep clean bathrooms / kitchens
- Make beds , clean linen
- pick up round facility

Safeway January 2013 - May 2013
Deli/Customer Service, Campbell, CA

- Prepared food
- Customer service
- Maintained deli facility

1

Volunteer
October 2012 - December 2012

Alma Senior Center, San Jose, CA

- Maintained the cleanliness of a facility
- Served refreshments

Caregiver

January 2009 – May 2011

APEX Care, San Jose, CA

- Five day live-in and hourly caregiving
- Prep meals and dietary meals in accordance with client's diet
- Groomed clients and prepped for doctors' visits
- Cleaned home/facility
- Companionship

Stocker and Customer Service

June 2008 – December 2008

Burlington Coat Factory, San Jose, CA

- Helped customers set up gift registry
- Priced items, answered phones, stocked shelves, and cleaned store
- Opened and closed store

Direct Service Person (D.S.P.)

December 2007 – May

2008

Pacific Autism Center for Education (P.A.C.E), San Jose, CA

- Groomed all clients for school
- Cleaned facility
- Prep meals

Teacher's Assistant

February 2002-

July 2003

Montessori House, Stockton, CA

- Prep meals
- Monitored children in the classroom and on the playground
- Followed lesson plans and implemented curriculum
- Open and closed school

Cashier Test

Score 7 / 15

- b 1) A roll of quarters is worth?
a) \$5.00
b) \$10.00
c) \$15.00
d) \$20.00
- 2 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
- d 4) A roll of pennies is worth?
a) \$1.00
b) \$0.75
c) \$0.50
d) \$0.25
- dr 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 _____?
- d 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
- d 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
- d 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
- d 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? 21

15) How many \$20 bills are in a bank band? 120

Multiple Choice (1 point each)

- 2 1 A gallon is equal to 56 ounces
- a. 56
 - b. 145
 - c. 32
 - d. 128
- 2 2 Mesclun are what type of vegetable?
- a. Roots
 - b. Beans
 - c. Salad Greens
 - d. Spices
- 3 3 What does the term braise mean?
- a. Sear quickly on both sides
 - b. Slowly cook in covered pan with little liquid
 - c. Cook on high heat and quickly
 - d. Slowly cook in simmering water
- 4 A 155 4 At what internal temperature must chicken be cooked so that it is safe to eat?
- a. 155 degrees F
 - b. 165 degrees F
 - c. 175 degrees F
 - d. 185 degrees F
- 5 5 How do you blanch vegetables?
- a. Immerse for a short time in boiling water
 - b. Cook lightly in butter over med heat
 - c. Soak in cold water overnight
 - d. Rub with salt before cooking
- 6 6 Which of the following ingredients would you pack before measuring?
- a. Olive Oil
 - b. Salt
 - c. Brown Sugar
 - d. White Sugar
- 7 7 What is Al Dente?
- a. Firm but not hard
 - b. Soft to the touch
 - c. Very hard
 - d. Very soft
- 8 B 2 8 Food should be left out no more than
- a. 2 hours
 - b. 3 hours
 - c. 4 hours
 - d. 5 hours

Prep Cooks Test

- b 9) Which is the improper way to thaw frozen food?
- a. In the fridge
 - b. In a sink with cold water
 - c. On the counter
 - d. In the microwave
- a 10) Which of the following can you use to put out a grease fire?
- a. Baking Soda
 - b. Baking Powder
 - c. Flour
 - d. Water
- c 11) What is the temperature range of the danger zone?
- a. 25-135
 - b. 40-140
 - c. 50-160
 - d. 30-130
- c 12) Which of the following is listed from smallest to largest?
- a. Dice, chop, mince
 - b. Mince, chop, dice
 - c. Chop, dice, Mince
 - d. Mince, dice, chop
- d 13) Which direction should pan handles be turned while cooking on the stove?
- a. Over the fire at all times
 - b. Turned towards you for better control
 - c. Turned towards the right or left at all times
 - d. Over the countertop at all times
- a 14) When you poach something, you cook it with what?
- a. Noodles
 - b. Vegetables
 - c. Liquid
 - d. Oil
- c 15) Which spoon is used to remove fat from soups and stews
- a. Basting Spoon
 - b. Ladle
 - c. Slotted Spoon
 - d. Portion Spoon
- d 16) Which of the following means to cook in a small amount of fat?
- a. Season
 - b. Sauté
 - c. Broil
 - d. Boil
 - e. Fry

Prep Cooks Test

- 1 b 17) What is a Julien cut?
- a. Food cut into long thin strips, matchstick
 - b. Food cut into long thin strips then turned and cut into a 1/8' dice
 - c. Food diced into finely chopped and uniform pieces
 - d. Cutting and peeling into oblong seven sided football like shapes
- 2 18) To cook a food in a pan without browning over low heat until the item softens and releases moisture.
- a. Sweat
 - b. Boil
 - c. Roast
 - d. Grill

Fill-in the Blank (1 point each)

19) salt & pepper are the basic seasoning ingredients for all savory recipes.

20 TRUE : to cut into very small pieces when uniformity of size and shape is not important.

40%

Name Ruby Ormond
Score 15/35

Servers Test

Multiple Choice

- b 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
- b 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
- 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 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

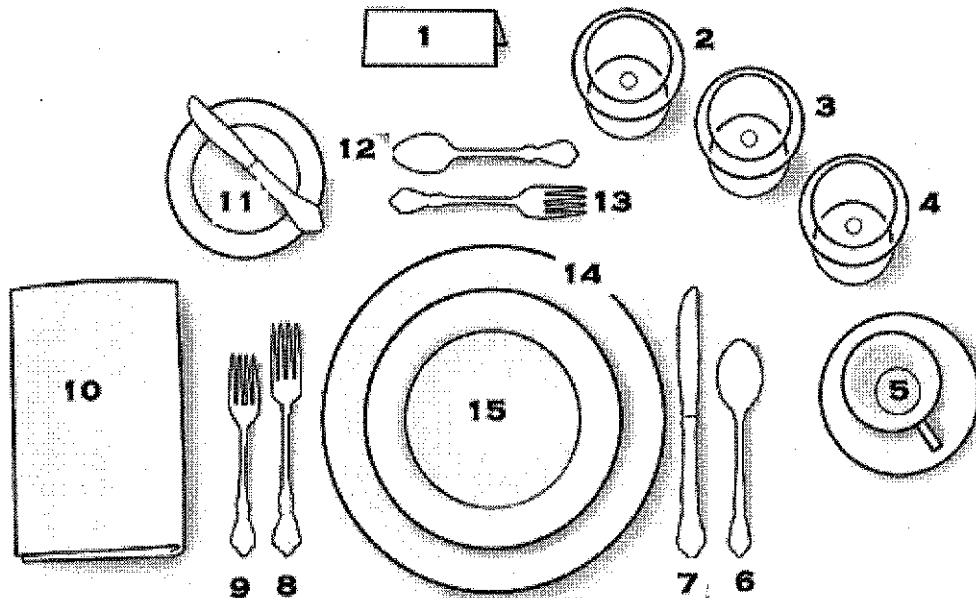
Match the Correct Vocabulary

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

Name _____

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

- | | | | |
|------------------------|-----------------------|-----------------------|------------------------------|
| 2 <u>10</u> | Napkin | <u>8</u> | Dinner Fork |
| 7 <u>11</u> | Bread Plate and Knife | <u>5</u> | Tea or Coffee Cup and Saucer |
| 11 <u>1</u> | Name Place Card | <u>7</u> | Dinner Knife |
| - <u>6</u> | Teaspoon | - <u>3</u> | Wine Glass (Red) |
| - <u>13</u> | Dessert Fork | <u>9</u> | Salad Fork |
| - <u>12</u> | Soup Spoon | <u>14</u> | Service Plate |
| - <u>13</u> | Salad Plate | - <u>2</u> | Wine Glass (White) |
| - <u>1</u> | Water Glass | | |

Fill in the Blank

1. The utensils are placed each side Plate inch(es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Food.
3. Synchronized service is when: _____.
4. What is generally indicated on the name placard other than the name? _____.
5. The Protein on a plate is typically served at what hour on the clock? 5:00 Clock.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
go check w/ chef