

# Interview Note Sheet

## Applicant Information

Name: <u>John Crittenden</u>	Interviewer: <u>Diana Camera</u>
Date: <u>07/20/17</u>	Rate of Pay: <u>\$9.25 - \$10.00</u>
Position (s) Applied for: <u>Senior Cashier</u>	Referred by: <u>The Start</u>

## 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

Previous Job was at Quality Inn worked as a Front desk. For 4 months.

Worked at the Holiday Inn as a banquet server for 3 years.

Wants to work at the Stadiums as a Cashier.

Total of \_\_\_\_\_ in Food Service/Hospitality

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

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?

Convention Candidate?

Other Languages Spoken:

# Julie Crittenden

## Objective

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My extensive 13 years of experience in direct customer relations have allowed me to adapt well to changing environments and advocate for the needs of my clientele. As an honest, outgoing individual, I will use all my experience and skills to provide outstanding service to any internal or external customer in a appropriate manner.

## Professional Accomplishments

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### Customer Service Representative

- I have worked in the Customer Service field for 6 years in which I developed and maintained positive working relationships with both employees and customers
- Provided excellent customer service to customers who needed assistance in meeting their contractual obligations due to unexpected financial circumstances
- Worked diligently for a number of companies and exhibited commendable attention to detail while maintaining and in some cases exceeding production goals

### Collections Representative

- 6 years of experience in the collections field with high risk clients to help remind them about their payments and help them make suitable arrangements
- Exceptional accounting skills needed to track payments and help clients decide what they can afford to pay
- Superior customer service skills to help people find amenable solutions for their payment options and advocated for them to select an affordable plan

### Waitress

- Have broad experience working as a waitress for several different restaurants totaling 7 years
- Fulfilled all required job duties including preparing, cooking, serving food and handling money regularly
- Learned time management skills and how to prioritize requests as well as working together as part of a team to meet customer's needs

## Employment History

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10/2016- present	Front Desk Clerk	Quality Inn, Kearney, MO
9/2015-9/2016	Grocery Clerk	HyVee, Liberty, MO
5/2014-11/2014	Driver	EZ-Ride, Kansas City, MO
1/2007-11/2009	Collections Representative	Drive Time, Petersburg, VA
1/2003-10/2005	Collections Representative	Citi Bank, Kansas City, MO
1/2003-11/2003	Waitress	Applebees, Gladstone, MO
3/1999-1/2001	Manager	Advance America, KC, MO

(816)588-6237 • jewelsblost@gmail.com

## **Julie Crittenden**

### **Education**

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High School Diploma

Oak Park High School,  
Kansas City, MO

### **References**

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Available on Request

## 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 Julie Crittender Date: 7/20/17  
Home Telephone (816) 588-6237 Other Telephone ( ) \_\_\_\_\_  
Present Address 918 E 9th St. K.C. Mo. 64106  
Permanent Address, if different from present address: \_\_\_\_\_  
Email Address JEWELSBLOST@gmail.com

### EMPLOYMENT DESIRED

Position applying for: Waitress, Cashier, Banquets Salary desired: \$10.00  
Are you currently registered with any staffing and/or employment agencies? If so, please list  
N/A

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 Restart 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? Any

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	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
PM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

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 \_\_\_

# Acrobat

outsourcing  
Your Hospitality Staffing Professionals

Your Position and Duties Transport Medicaid patients to and from Dr. Appt.

Dates of Employment: From 5/14 To 11/14 Weekly Pay: Starting 80.00 day Ending \_\_\_\_\_

Reason for Leaving: Had some legal issues

Name and Address of Employer Directtime Petersburg Va 23805

Type of Business Care Telephone No. (804) 733-8785 Supervisor's Name Jan Bailey

Your Position and Duties Help clients get caught up on payments call clients to remind of payments due

Dates of Employment: From 1/07 To 11/09 Weekly Pay: Starting 11.00 Ending 11.00

Reason for Leaving: Moved back to Missouri

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 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: Debi Duffel Telephone No. (816) 656-6010

Address: KC Mo.

Occupation: N/A Relationship: friend Number of Years Acquainted: 4

Name: Jeremy Gibbs Telephone No. (816) 668-2367

Address: 1427 Oakley

Occupation: N/A Relationship: Best friend Number of Years Acquainted: 5

Name: Stephanie Telephone No. (816) 876-8078

Address: \_\_\_\_\_

Occupation: Hotel Housekeeper Relationship: friend Number of Years Acquainted: 1

Name Julie Crittender

**Servers Test**

Score 8 / 35

**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
- D 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 dinning 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>B</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>A</u> Chaffing Dish   | <u>C</u> Used to hold a large tray on the dining floor                                                                                                                                                              |
| <u>D</u> French Passing  | <u>B</u> Area for dirty dishware and glasses                                                                                                                                                                        |
| <u>G</u> Russian Service | <u>E</u> Large metal shelving unit for prepared food to be held or for dirty trays to be stored                                                                                                                     |
| <u>F</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                                                                                                                                                |

**Cashier Test**

Score 2 / 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

    

- 6) What is the current sales tax rate in your city 8.475?

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

7.5  
2.5  
3.5  
6.5



SENSITIVE BUT UNCLASSIFIED

**Case Verification Number: 2017207112933XU**

Report Prepared: 07/26/2017

**Company Information**

Company ID: 139349

Company Name: Acrobat Outsourcing

**Employee Information**

Last Name: Crittenden

First Name: Julia

Date of Birth: 08/01/1978

Social Security Number: \*\*\* \*\* 9221

Hire Date: 07/26/2017

Citizenship Status: A citizen of the United States

**Document Information**

List B Document: Driver's license or ID card issued by a U.S. state or outlying possession

List C Document: Social Security Card

Document Name: Driver's license

Document State: Missouri

Driver's License or ID Card Number:

Document Expiration Date: 08/01/2017

**Case Status Information**

Final Case Result: Employment Authorized

Employer Case ID:

Case Submitted On: 07/26/2017

Case Submitted By: SSHA2488

Closed On: 07/26/2017

Closed By: SSHA2488

Closure Statement: The employee continues to work for the employer after receiving an Employment Authorized result.

SENSITIVE BUT UNCLASSIFIED