

Nykera Barrett
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**Customer Service – Retail Sales and Cashier
Social Services and Healthcare Support**

Skills and Qualifications

Excellent communication and customer service skills; Motivated and adaptable
Computer skills: Type 40 wpm, Excel, Word, Powerpoint; Familiar with office equipment
Fast learner, organized, multitasking; Ability to perform all duties in Customer Service:

- Greet customers and ascertain what each customer wants or needs.
- Describe merchandise and explain use, operation, and care of merchandise to customers.
- Compute sales prices, total purchases and receive and process cash or credit payment.
- Answer questions regarding the store and its merchandise.
- Prepare sales slips or sales contracts; Maintain records related to sales.
- Maintain knowledge of current sales, promotions, policies, and security practices.
- Demonstrate use or operation of merchandise. Place special orders to find desired items.
- Watch for and recognize security risks and thefts, and know how to handle these situations.
- Inventory stock and requisition new stock. Ticket, arrange and display merchandise to promote sales. Exchange merchandise for customers and accept returns
- Clean shelves, counters, and tables; Help customers try on or fit merchandise.
- Check to ensure that appropriate changes were made to resolve customers' problems.
- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.
- Complete contract forms, prepare change of address records, or issue service discontinuance orders, using computer

Employment

Security/House Manager First to Serve Los Angeles CA Dec 2014 to Mar 2015

Checking all belongs , seeing to the well-being if all guest , serving and cleaning

Guest Services AEG, LOS ANGELES CA Jun 2012 to Nov 2013

Seeing all guest , seeing to their well-being , solving big and small problems, greeting and guiding

Baby sitter Private Clients, Los Angeles May 2010 to May 2012

Seeing to the well-being of children ages 5 months to 15 years of age; Cooking , cleaning, & seeing to the wellbeing of the children, taking and picking them up from school

Medical Assistant Dr. Slutani Lakewood Ca Jun 2009 to Nov 2009

Checking blood pressure , giving shots, filing and checking patients charts, disconnecting and connecting patients to chemo. Also assisted in bone marrow biopsy

Education

Moneta High School, Gardena CA, 2007

Casa Loma college school of nursing 2009 - Certifications: MEDICAL ASSISTANT

Prep Cooks Test

Score 18 / 20

Multiple Choice (1 point each)

C

1) A gallon is equal to 128 ounces

- a. 56
- b. 145
- c. 32
- d. 128

C

2) Mesclun are what type of vegetable?

- a. Roots
- b. Beans
- c. Salad Greens
- d. Spices

B

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

B

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

A

5) How do you blanche 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

B

6) Which of the following ingredients would you pack before measuring?

- a. Olive Oil
- b. Salt
- c. Brown Sugar
- d. White Sugar

A

7) What is Al Dente?

- a. Firm but not hard
- b. Soft to the touch
- c. Very hard
- d. Very soft

C

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

B 11) What is the temperature range of the danger zone?

- a. 25-135
- b. 40-140
- c. 50-160
- d. 30-130

D 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

C 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

C 14) When you poach something, you cook it with what?

- a. Noodles
- b. Vegetables
- c. Liquid
- d. Oil

B 15) Which spoon is used to remove fat from soups and stews?

- a. Basting Spoon
- b. Ladle
- c. Slotted Spoon
- d. Portion Spoon

B 16) Which of the following means to cook in a small amount of fat?

- a. Season
- b. Sauté
- c. Broil
- d. Boil
- e. Fry

A

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

A

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

