



Name: Liliana Diaz

Taborca ID: 41795

Date of Hire: 09/11/17

Date of Re-Act: 12/14/18

New employee set up

- E-verify
- Hire Right EE
- Hire Right Internal (upload any list A docs)
- Direct Deposit (Scan to Payroll) and/or Global Cash Card – complete the form & have EE sign
- Notice to Employee Completed
- Added to Orientation Time Sheet
- Attended New Hire Orientation
- Background Check (Asurint)
- New Hire List (All fields)
- Check Taborca Profile (All fields)
- Upload Resume and Skills Tests (one doc)
- Upload Food Handler's Card

Re Act employee set up (See Re Act Process for more detail)

- File and I9 pulled (new one created/done in Hire Right if old ones are gone)
- Re Act onboarding if initially hired before 1/1/16
- Check W4
- Check all demographic info and availability
- Check for skills tests, app, FHC, and resume (get new app, new resume if hired more than 1 year ago)
- Complete Notice to Employee with updated pay if necessary
- Verify pay option and take steps to Re Act any old pay options still current
- Run new BGC if more than 1 year since last shift worked
- New orientation/place on time sheet if it's been over a year since last shift
- New Hire List (all fields)
- Delete employee from the INA/TER spreadsheet if they are on it

Interview Note Sheet

Applicant Information	
Name: <u>LILIANA DIAZ</u>	Interviewer: <u>MARYA</u>
Date: <u>12/14/2018</u>	Rate of Pay:
Position (s) Applied for: <u>Cashier / concessions</u>	Referred by:

Test Scores					
Server	/35	%	Bartender	/30	%
Prep Cook	/15	%	Barista	/10	%
Grill Cook	/40	%	Cashier	/10	%
Dishwasher	/10	%	Housekeeping	/16	%

Setting:
Full-Time
<u>Part-Time</u>

Relevant Experience & Summary of Strengths

Knife Skills

react

Total of _____ in Food Service

Cuisines

Start @ The Forum

-server

+ pick up gigs if needed

Stations:

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

Transportation

Car

Public Transit

Carpool (Rider / Driver)

Regions Available to work

SF City

SF North

SF Peninsula

East Bay

Outer East Bay

San Jose

South San Jose

SJ Peninsula

Certifications (if any)

TIPS

Serv-Safe

LEAD

Other

FHC

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:

NOTICE TO EMPLOYEE**Labor Code section 2810.5****EMPLOYEE**Employee Name: Liliana DiazStart Date: 12/14/2018**EMPLOYER**Legal Name of Hiring Employer: S.E ScherIs hiring employer a staffing agency/business (e.g., Temporary Services Agency; Employee Leasing Company; or Professional Employer Organization [PEO])? ☐ Yes ☐ No

Other Names Hiring Employer is "doing business as" (if applicable):

Acrobat Outsourcing

Physical Address of Hiring Employer's Main Office:

665 Third St. Suite 415, San Francisco, CA. 94107

Hiring Employer's Mailing Address (if different than above):

Hiring Employer's Telephone Number: 415-431-8826

If the hiring employer is a staffing agency/business (above box checked "Yes"), the following is the other entity for whom this employee will perform work:

Name: Acrobat Outsourcing San JosePhysical Address of Main Office: 1585 The Alameda, San Jose, CA 95126Mailing Address: " "Telephone Number: 408-483-4271**WAGE INFORMATION**Rate(s) of Pay: \$14.50Overtime Rate(s) of Pay: \$24.75Rate by (check box): ☒ Hour ☐ Shift ☐ Day ☐ Week ☐ Salary ☐ Piece rate ☐ Commission☐ Other (provide specifics): ~~Server~~ server @ the forumDoes a written agreement exist providing the rate(s) of pay? (check box) ☒ Yes ☐ NoIf yes, are all rate(s) of pay and bases thereof contained in that written agreement? ☒ Yes ☐ No

Allowances, if any, claimed as part of minimum wage (including meal or lodging allowances):

N/A

(If the employee has signed the acknowledgment of receipt below, it does not constitute a "voluntary written agreement" as required under the law between the employer and employee in order to credit any meals or lodging against the minimum wage. Any such voluntary written agreement must be evidenced by a separate document.)

Regular Payday: FRIDAY

WORKERS' COMPENSATION

Insurance Carrier's Name: Integro USA Inc. dba Integro Insurance Brokers

Address: 1 State Street Plaza, 9th floor, New York, NY. 10004

Telephone Number: 212-295-5440

Policy No.: LDC4042609 AOS

☐ Self-Insured (Labor Code 3700) and Certificate Number for Consent to Self-Insure: _____

PAID SICK LEAVE

Unless exempt, the employee identified on this notice is entitled to minimum requirements for paid sick leave under state law which provides that an employee:

- a. May accrue paid sick leave and may request and use up to 3 days or 24 hours of accrued paid sick leave per year;
- b. May not be terminated or retaliated against for using or requesting the use of accrued paid sick leave; and
- c. Has the right to file a complaint against an employer who retaliates or discriminates against an employee for
 1. requesting or using accrued sick days;
 2. attempting to exercise the right to use accrued paid sick days;
 3. filing a complaint or alleging a violation of Article 1.5 section 245 et seq. of the California Labor Code;
 4. cooperating in an investigation or prosecution of an alleged violation of this Article or opposing any policy or practice or act that is prohibited by Article 1.5 section 245 et seq. of the California Labor Code.

The following applies to the employee identified on this notice: (Check one box)

- ☐ 1. Accrues paid sick leave only pursuant to the minimum requirements stated in Labor Code §245 et seq. with no other employer policy providing additional or different terms for accrual and use of paid sick leave.
- ☒ 2. Accrues paid sick leave pursuant to the employer's policy which satisfies or exceeds the accrual, carryover, and use requirements of Labor Code §246.
- ☐ 3. Employer provides no less than 24 hours (or 3 days) of paid sick leave at the beginning of each 12-month period.
- ☐ 4. The employee is exempt from paid sick leave protection by Labor Code §245.5. (State exemption and specific subsection for exemption): _____

ACKNOWLEDGEMENT OF RECEIPT

(Optional)

Alicia Cheung
(PRINT NAME of Employer representative)

[Signature]
(SIGNATURE of Employer Representative)

12/14/2018
(Date)

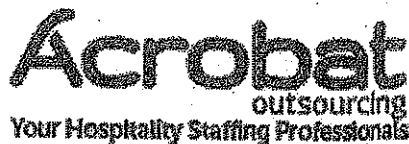
Liliana Diaz
(PRINT NAME of Employee)

[Signature]
(SIGNATURE of Employee)

12/14/18
(Date)

The employee's signature on this notice merely constitutes acknowledgement of receipt.

Labor Code section 2810.5(b) requires that the employer notify you in writing of any changes to the information set forth in this Notice within seven calendar days after the time of the changes, unless one of the following applies: (a) All changes are reflected on a timely wage statement furnished in accordance with Labor Code section 226; (b) Notice of all changes is provided in another writing required by law within seven days of the changes.



Name: Liliana Diaz

Taborca ID: 41795

Date of Hire: 09/11/17

Date of Re-Act: / /

New employee set up

- | | |
|--|---|
| <input checked="" type="checkbox"/> E-verify | <input type="checkbox"/> Added to Orientation Time Sheet |
| <input checked="" type="checkbox"/> Hire Right EE | <input checked="" type="checkbox"/> Attended New Hire Orientation |
| <input checked="" type="checkbox"/> Hire Right Internal (upload any list A docs) | <input checked="" type="checkbox"/> Background Check (Asurint) |
| <input checked="" type="checkbox"/> Direct Deposit (Scan to Payroll) and/or | <input type="checkbox"/> New Hire List (All fields) |
| Global Cash Card – complete the form & | <input type="checkbox"/> Check Taborca Profile (All fields) |
| have EE sign | <input type="checkbox"/> Upload Resume and Skills Tests (one doc) |
| <input checked="" type="checkbox"/> Notice to Employee Completed | <input type="checkbox"/> Upload Food Handler's Card |

Re Act employee set up (See Re Act Process for more detail)

- ☐ File and I9 pulled (new one created/done in Hire Right if old ones are gone)
- ☐ Re Act onboarding if initially hired before 1/1/16
- ☐ Check W4
- ☐ Check all demographic info and availability
- ☐ Check for skills tests, app, FHC, and resume (get new app, new resume if hired more than 1 year ago)
- ☐ Complete Notice to Employee with updated pay if necessary
- ☐ Verify pay option and take steps to Re Act any old pay options still current
- ☐ Run new BGC if more than 1 year since last shift worked
- ☐ New orientation/place on time sheet if it's been over a year since last shift
- ☐ New Hire List (all fields)
- ☐ Delete employee from the INA/TER spreadsheet if they are on it

NOTICE TO EMPLOYEE
Labor Code section 2810.5

EMPLOYEE

Employee Name: Liliana Diaz
Start Date: 08.29.2017

EMPLOYER

Legal Name of Hiring Employer: S.E Scher

Is hiring employer a staffing agency/business (e.g., Temporary Services Agency; Employee Leasing Company; or Professional Employer Organization [PEO])? ☐ Yes ☐ No

Other Names Hiring Employer is "doing business as" (if applicable):
Acrobat Outsourcing

Physical Address of Hiring Employer's Main Office:
665 Third St. Suite 415, San Francisco, CA. 94107

Hiring Employer's Mailing Address (if different than above):

Hiring Employer's Telephone Number: 415-431-8826

If the hiring employer is a staffing agency/business (above box checked "Yes"), the following is the other entity for whom this employee will perform work:

Name: _____
Physical Address of Main Office: _____
Mailing Address: _____
Telephone Number: _____

WAGE INFORMATION

Rate(s) of Pay: \$13.00 Overtime Rate(s) of Pay: 1.5x rate

Rate by (check box): ☒ Hour ☐ Shift ☐ Day ☐ Week ☐ Salary ☐ Piece rate ☐ Commission
☐ Other (provide specifics): _____

Does a written agreement exist providing the rate(s) of pay? (check box) ☐ Yes ☐ No

If yes, are all rate(s) of pay and bases thereof contained in that written agreement? ☐ Yes ☐ No

Allowances, if any, claimed as part of minimum wage (including meal or lodging allowances):

(If the employee has signed the acknowledgment of receipt below, it does not constitute a "voluntary written agreement" as required under the law between the employer and employee in order to credit any meals or lodging against the minimum wage. Any such voluntary written agreement must be evidenced by a separate document.)

Regular Payday: FRIDAY

WORKERS COMPENSATION

Insurance Carrier's Name: Integro USA Inc. dba Integro Insurance Brokers

Address: 1 State Street Plaza, 9th floor, New York, NY. 10004

Telephone Number: 212-295-5440

Policy No.: LDC4042609 AOS

☐ Self-Insured (Labor Code 3700) and Certificate Number for Consent to Self-Insure: _____

PAID SICK LEAVE

Unless exempt, the employee identified on this notice is entitled to minimum requirements for paid sick leave under state law which provides that an employee:

- a. May accrue paid sick leave and may request and use up to 3 days or 24 hours of accrued paid sick leave per year;
- b. May not be terminated or retaliated against for using or requesting the use of accrued paid sick leave; and
- c. Has the right to file a complaint against an employer who retaliates or discriminates against an employee for
 1. requesting or using accrued sick days;
 2. attempting to exercise the right to use accrued paid sick days;
 3. filing a complaint or alleging a violation of Article 1.5 section 245 et seq. of the California Labor Code;
 4. cooperating in an investigation or prosecution of an alleged violation of this Article or opposing any policy or practice or act that is prohibited by Article 1.5 section 245 et seq. of the California Labor Code.

The following applies to the employee identified on this notice: *(Check one box)*

- ☒ 1. Accrues paid sick leave only pursuant to the minimum requirements stated in Labor Code §245 et seq. with no other employer policy providing additional or different terms for accrual and use of paid sick leave.
- ☐ 2. Accrues paid sick leave pursuant to the employer's policy which satisfies or exceeds the accrual, carryover, and use requirements of Labor Code §246.
- ☐ 3. Employer provides no less than 24 hours (or 3 days) of paid sick leave at the beginning of each 12-month period.
- ☐ 4. The employee is exempt from paid sick leave protection by Labor Code §245.5. (State exemption and specific subsection for exemption): _____

ACKNOWLEDGEMENT OF RECEIPT

(Optional)

Francisco Larranaga
(PRINT NAME of Employer representative)

(PRINT NAME of Employee)

[Signature]
(SIGNATURE of Employer Representative)

(SIGNATURE of Employee)

08.29.2017
(Date)

(Date)

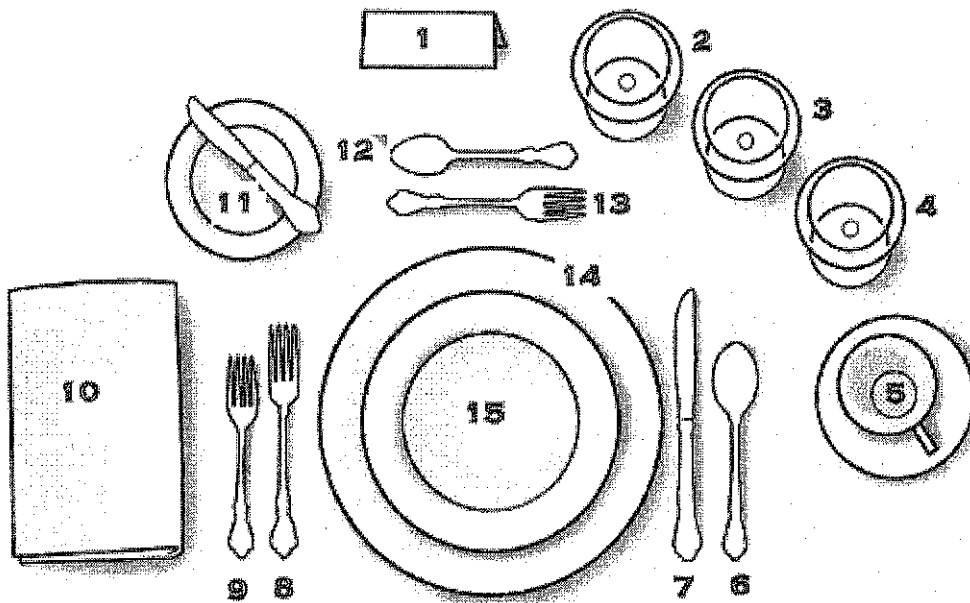
The employee's signature on this notice merely constitutes acknowledgement of receipt.

Labor Code section 2810.5(b) requires that the employer notify you in writing of any changes to the information set forth in this Notice within seven calendar days after the time of the changes, unless one of the following applies: (a) All changes are reflected on a timely wage statement furnished in accordance with Labor Code section 226; (b) Notice of all changes is provided in another writing required by law within seven days of the changes.

Name _____

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

- | | |
|-----------------------------|------------------------------------|
| _____ Napkin | _____ Dinner Fork |
| _____ Bread Plate and Knife | _____ Tea or Coffee Cup and Saucer |
| _____ Name Place Card | _____ Dinner Knife |
| _____ Teaspoon | _____ Wine Glass (Red) |
| _____ Dessert Fork | _____ Salad Fork |
| _____ Soup Spoon | _____ Service Plate |
| _____ Salad Plate | _____ Wine Glass (White) |
| _____ Water Glass | |

Fill in the Blank

- The utensils are placed _____ inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? _____
- Synchronized service is when: _____
- What is generally indicated on the name placard other than the name? _____
- The Protein on a plate is typically served at what hour on the clock? _____
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Name Liliana Diaz

Servers Test

Score / 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
- d 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
- C 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>B</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>B</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>A</u> Chaffing Dish | C. Used to hold a large tray on the dining floor |
| <u>B</u> French Passing | D. Area for dirty dishware and glasses |
| <u> </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 |

Interview Note Sheet

Applicant Information	
Name: <u>Liliana Diaz</u>	Interviewer: <u>Francisco / Nadeal</u>
Date: <u>8/30</u>	Rate of Pay: <u>\$13/hr</u> / <u>Server</u>
Position (s) Applied for: <u>Cash / Concess / Server</u>	Referred by: <u>al reply / Stevie Jones</u>

Test Scores					
Server	/35	%	Bartender	/30	%
Prep Cook	/15	%	Barista	/10	%
Grill Cook	/40	%	Cashier	/10	%
Dishwasher	/10	%	Housekeeping	/16	%

Seeking:
Full-Time
Part-Time

Relevant Experience & Summary of Strengths

Knife Skills

Total of 2 in Food Service

Cuisines

1
2
3

Server in the past
Customer Service
nice / polite

Stations:

1
2
3

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

Transportation

Car

Public Transit

Carpool (Rider / Driver)

Regions Available to work:

SF City

SF North

SF Peninsula

East Bay

Outer East Bay

San Jose

South San Jose

SJ Peninsula

Certifications (if any)

TIPS

Serv-Safe

30 days

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?

yes

Convention Candidate?

yes

Other Languages Spoken:

yes
Spanish

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 Liliana Diaz Date: 8/28/2017
 Home Telephone (408) 449-8158 Other Telephone (408) 449-8158
 Present Address 290 N. 19th Street
 Permanent Address, if different from present address: _____
 Email Address lilyusa4ebay@gmail.com

EMPLOYMENT DESIRED

Position applying for: Open Salary desired: 15.00/open
 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 Stevie 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? ASAP

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. Open

SPECIFY HOURS AVAILABLE DAILY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
AM							
PM							

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 ☐
 If no, describe the functions that cannot be performed. (Note: We comply with the ADA and consider reasonable accommodation measures that may be necessary for eligible applicants/employees to perform essential functions.) N/A

Acrobat

outsourcing
Your Hospitality Staffing Professionals

EDUCATION & SKILLS

NAME OF SCHOOL	CITY & STATE	GRADE OR DEGREE COMPLETED	DID YOU GRADUATE?
Independence High	San Jose CA	10 th Grade	NO
Heald College	Saratoga CA	Admin. Certificate	YES
Do you have any special licenses, certificates or special training? If so please list under "Special."		(YES)	NO
Are you computer literate? If so, list software knowledge under "Special."		(YES)	NO
Are you proficient with Point of Sales Systems? If, so please list which ones under "Special."		YES	(NO)
Do you have any other experience, training, qualifications or special skills, which you feel make you especially suited for work at Acrobat Outsourcing? If so, please list under "Special."		YES	NO
Special: Software operator Microsoft Office / Adobe programs			

EMPLOYMENT HISTORY

List below all present and past employment starting with your most recent employer (last 10 years is sufficient). Account for unemployment periods of three months or more.

Are you currently employed? Yes ___ No ___ If so, may we contact your current employer? Yes ☒ No ___

Name and Address of Employer Outreach (MV)

Type of Business Transportation Telephone No. (408) Supervisor's Name _____

Your Position and Duties Pick up / Drop off clients

Dates of Employment: From 7/1/2008 To 10/6/2014 Weekly Pay: Starting \$1400.00 Ending 600.00

Reason for Leaving: _____

Name and Address of Employer Werner Enterprise

Type of Business Transportation Telephone No. () Supervisor's Name _____

Your Position and Duties Over Road driver

Dates of Employment: From 10/2007 To 6/2009 Weekly Pay: Starting 600.00 Ending 700.00

Reason for Leaving: They

Name and Address of Employer Semantic / Veritas

Type of Business Lic. Admin. Telephone No. () Supervisor's Name _____

Your Position and Duties _____

Dates of Employment: From 2008 To 2008 Weekly Pay: Starting 700.00 Ending 800.00

Reason for Leaving: lay off

Name and Address of Employer _____

Type of Business _____ Telephone No. (____) _____ Supervisor's Name _____

Your Position and Duties _____

Dates of Employment: From _____ To _____ Weekly Pay: Starting _____ Ending _____

Reason for Leaving: _____

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: _____ Telephone No. (____) _____

Address _____

Occupation: _____ Relationship: _____ Number of Years Acquainted: _____

Name: _____ Telephone No. (____) _____

Address _____

Occupation: _____ Relationship: _____ Number of Years Acquainted: _____

Name: _____ Telephone No. (____) _____

Address _____

Occupation: _____ Relationship: _____ Number of Years Acquainted: _____

Please Read Carefully, Initial Each Paragraph and Sign Below

[Handwritten Initials]

I hereby certify that I have not knowingly withheld any information that might adversely affect my chances for employment and that the answers given by me are true and correct to the best of my knowledge. I further certify that I, the undersigned applicant, have personally completed this application. I understand that any omission or misstatement of material facts on this application or on any document used to secure employment shall be grounds for rejection of this application or for immediate discharge if I am employed, regardless of the time elapsed before discovery.

[Handwritten Initials]

I hereby authorize Acrobat Outsourcing to thoroughly investigate my references, work record, education and other matters related to my suitability for employment and, further, authorize the references I have listed to disclose to the company any and all letters, reports and other information related to my work records, without giving me prior notice of such disclosure. In addition, I hereby release the company, my former employers and all other persons, corporations, partnerships and associations from any and all claims, demands or liabilities arising out of or in any way related to such investigation or disclosure.

[Handwritten Initials]

I hereby authorize Acrobat Outsourcing and its authorized representatives to solicit information regarding my background, which may include but not be limited to, information about my employment, education, and/or criminal history, which may be in the files of any federal, state, or local criminal justice and law enforcement agency and general public records history.

[Handwritten Initials]

I understand that if selected for hire, it will be necessary for me to provide satisfactory evidence of my identity and legal authority to work in the United States, and that federal immigration laws require me to complete an I-9 form in this regard within three days of my hire date.

[Handwritten Initials]

Acrobat Outsourcing is an at-will employer. I understand that nothing contained in the application, or conveyed during any interview, which may be granted or during my employment, if hired, is intended to create an employment contract between me and the company. In addition, I understand and agree that if I am employed, my employment is for no definite or determinable period and may be terminated at any time, with or without prior notice, with or without cause, at the option of either myself or the company, and that no promises or representations contrary to the foregoing are binding on the company unless made in writing and signed by me and the company's designated representative.

I hereby acknowledge that I have read and understand the above statements.

Applicant's Signature

[Handwritten Signature]

Date

8/29/2017

Liliana Diaz
290 N 19th Street, San Jose, Ca. 95112
Cell: 408-763-3230 e-mail: lilyusa4ebay@gmail.com

OBJECTIVE:

To Obtain a Career in a Well Respected Company, So I may Utilize, my Communication Capabilities, Organization Skills Efficiently, Maintain Customer Satisfaction and Contribute to Company Success.

RELEVANT SKILLS & EXPERIENCE:

- Adobe Software
- Oracle Data Base
- MS Office Software
- Bilingual - Spanish/English

EMPLOYMENT HISTORY:

Self Employed Sales on eBay Inc.
Product Listing

July 2012 - Now

- Create and update product listing, photograph & edit images, online research, pricing & maintain accuracy of content listings, respond to online customers, review & process orders.

MV Transportation

July 07 - Oct. 2013

Driver/ Customer Service

- Communicate effectively and properly with the client and dispatch, document all activities in accordance to local policies and procedures.
- Assisted passengers in boarding and de-boarding. On time route destinations and respond appropriately during emergency events.

Symantec Corporation

Oct. 2004 - Aug. 2005

License Administrator/ Customer Support

- Resolved the complexities associated with software license swaps, handle a high volume of calls.
- Updates processes, transactions, worked closely with team and other departments.
- Ensured compliance and standards were met, quality controlled and audited team member's procedures.

VERITAS Corporation

Feb. 2002 - Sep. 2004

Customer Care Service Operator

- Help Desk Analyst answered recorded request all's, provided 1st and 2nd level support, for software licensing and accounts.
- Resolving most issues on the phone and following up on all helpdesk support calls and created cases and expedited to appropriate technician's to resolve.

Calif. Dental Arts Lab LLC

Jan. 2001 - Sep. 2002

Dispatch Office Administrator Assistant

- Punctual, reliable, customer service, office support and data entry
- Shipping and receiving Fed-Ex, UPS, and USPS on line data system
- Multi-tasking heavy phone system and radio operator, dispatch calls to driver

EDUCATION:

Santa Cruz Jr. College
De Anza Jr. College

Aug. 2013 - Jan. 2014
Sep. 2009 - Feb -2010

REFERENCE UPON REQUEST:

Cashier Test

Score **9** / 10

90%

- 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

- 5 What does POS stand for?
- a) Patience over standards
 - b) Percentage of sales
 - ☒ c) Point of sales
 - d) People over service

- 9.25 6) What is the current sales tax rate in your city, **SAN JOSE**?

- 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
- $$\begin{array}{r} 1.25 \\ 0.90 \\ 0.79 \\ \hline 2.94 \end{array} \quad \begin{array}{r} 10.00 \\ -2.94 \\ \hline 7.06 \end{array}$$

- 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
- $$\begin{array}{r} 10.50 \\ 10.50 \\ 7.25 \\ 7.25 \\ \hline 35.50 \end{array} \quad \begin{array}{r} 50.00 \\ -35.50 \\ \hline 14.50 \end{array}$$

- 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
- $$\begin{array}{r} 3.75 \\ 4.25 \\ \hline 8.00 \end{array} \quad \begin{array}{r} 20.00 \\ -8.00 \\ \hline 12.00 \end{array}$$

- 9 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
- $$\begin{array}{r} 3.75 \\ 3.75 \\ 1.25 \\ 1.25 \\ 2.50 \\ 2.50 \\ 3.25 \\ 3.25 \\ \hline 21.00 \end{array} \quad \begin{array}{r} 100.00 \\ -21.00 \\ \hline 79.00 \end{array}$$

Cashier Test

Answer Key
Score / 15

9

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

9

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?

Calif. ID

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

1000