

# Interview Note Sheet

## Applicant Information

Name: <u>O' Rael May</u>	Interviewer: <u>Steven Gonzalez</u>
Date: <u>9/19/17</u>	Rate of Pay:
Position (s) Applied for:	Referred by:

## 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

O' Rael May has a fulltime, looking for a part-time.  
- customer service.

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:

# O'Rael May

Kansas City, MO 64130

oraelmay7\_wqi@indeedemail.com - 8164332864

LM-9/18 Interview  
9-19-17  
4PM

As a bright ambitious person, I enjoy working in a fast paced, highly motivating position where I can assist others while challenging and expanding my knowledge and understanding of the task at hand. I am seeking a position that will utilize my skills and offer the chance for advancement as well as allow me the opportunity to gain additional skills and experiences.

Authorized to work in the US for any employer

## WORK EXPERIENCE

### CSR - Customer Service Representative

Centrinex - Lenexa, KS - 2017-04 - Present

I follow procedures required to make sure individuals meet verification for a installment loan.

### CSR

Usa800 - Kansas City, MO - 2014-10 - Present

#### Responsibilities

Take calls for all different accounts. Sales Rep for LC, Customer Service for Gutter Helmet, Admission Rep Kaplan College or University, Customer Service Rep for FIS States (TN, MO, AR, NM, OR, and NV), Customer Service Rep for At&t Buyback program, But my main account is Technical support, Customer Service, Casting Queue for Vizio, I take payments for Paylease which is a 3rd for over 4,000 Companies.

#### Accomplishments

Completing the task at hand... which was resolving the issue in a professional manner over the phone

#### Skills Used

Customer service and Technical support skills

### Temp. Service

Allied Staffing - 2012-10 - 2014-09

189 East Amour Rd. KCMO, My main job was working as a Warehouse Packer, I packed bottles for CKS Packing, and a couple other temp warehouses jobs as well through them

### Cashier/Cleaner Westport Area KCMO

Pickermans Deli - Kansas City, MO - 2010-01 - 2012-10

I worked a Cashier and Cleaner, Sometimes I also did Prep work and closed shop

### Certified Nurses Assistant

West Amour Rd. KCMO - Kansas City, MO - 2009-01 - 2010-11

Perform daily acts of care for Clients, I would go to houses and clean, feed, dress, bathe, and make store runs or wash clothes for my clients

### Cleaner

W.B.M - Kansas City, MO - 2007-06 - 2008-12

I cleaned up a buildings, sweep floors, mop floors, trash, vacuum, and dust everything. Mostly buildings downtown area

### **Childcare Provider**

Willow Woods - Kansas City, MO - 2006-05 - 2007-03

110 Archbald Rd. KCMO Worked as a Child care Provider, Cared for Children 2 weeks to 4 years old daily,

### **Canvasser/ Call Rep. 210 Westport Rd. KCMO**

Serria Club - Kansas City, MO - 2005-05 - 2005-08

I canvassed houses for Serria Club, At the time we were trying to stop oil drilling and log digging in our Kansas City, Kansas , Mo and Lawrence area...

### **EDUCATION**

#### **Certificate**

Penn Valley Commuity College Kansas City - Kansas City, MO  
2009 - 2010

#### **High School Diploma**

Southeast High school Kansas City - Kansas City, MO  
2002 - 2006

### **ADDITIONAL INFORMATION**

- \* Work well under pressure as part of a team
- \* Well-groomed appearance
- \* Polite, respectful, and courteous manners
- \* Responsible, efficient, and flexible
- \* Ability to work in a fast-paced, intense environment smoothly
- \* Ability to elicit confidence and build rapport
- \* Talented in problem solving and office system design

## 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 O'Rael T. May Date: 9/19/2017  
Home Telephone (816) 433-2864 Other Telephone ( )  
Present Address 5700 Euclid Ave KCMO 64130  
Permanent Address, if different from present address: \_\_\_\_\_  
Email Address 23bumbiebee00@gmail.com

### EMPLOYMENT DESIRED

Position applying for: \_\_\_\_\_ Salary desired: \$9.00 or more  
Are you currently registered with any staffing and/or employment agencies? If so, please list \_\_\_\_\_

Are you applying for: Full-time work? Yes \_\_\_ No X Part-time work? Yes X 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 \_\_\_\_\_ Newspaper ☐ Job Fair ☐ Agency ☐ Company Website X

Other Web Posting ☐ Other Source ☐

Could you work overtime, if necessary? Yes X No \_\_\_ If hired, on what date could you start working? Sep. 25, 2017

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							<u>X</u>
PM		<u>X</u>	<u>X</u>	<u>X</u>	<u>X</u>	<u>X</u>	<u>X</u>

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 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 \_\_\_\_\_

Dates of Employment: From \_\_\_\_\_ To \_\_\_\_\_ Weekly Pay: Starting \_\_\_\_\_ Ending \_\_\_\_\_

Reason for Leaving: \_\_\_\_\_

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 \_\_\_\_\_  
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: Lucas-Allen Smith Telephone No. (816) 382-5547

Address \_\_\_\_\_

Occupation: Work at Research Med. Center Relationship: Old Co-Work Number of Years Acquainted: 3

Name: Moniece Gray Telephone No. (816) 1654-9017

Address \_\_\_\_\_

Occupation: CSR Relationship: co-work Number of Years Acquainted: 1

Name: Ruth Brooks Telephone No. (816) 912-4941

Address \_\_\_\_\_

Occupation: Work for Gen Doctor Relationship: Old co work Number of Years Acquainted: 1

Name \_\_\_\_\_

**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

D

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

B

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**

E

Scullery

A

Queen Mary

D

Chaffing Dish

G

French Passing

B

Russian Service

F

Corkscrew

C

Tray Jack

A. Metal buffet device used to keep food warm by heating it over warmed water

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)

C

Used to hold a large tray on the dining floor

D

Area for dirty dishware and glasses

E

Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F

Used to open bottles of wine

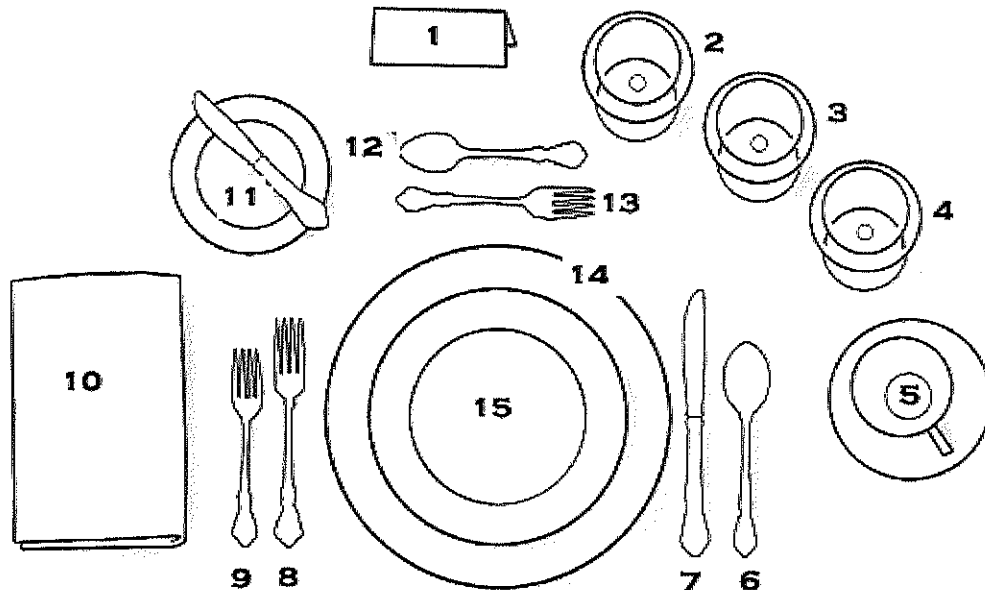
G

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**

<u>10</u>	Napkin	<u>8</u>	Dinner Fork
<u>11</u>	Bread Plate and Knife	<u>5</u>	Tea or Coffee Cup and Saucer
<u>1</u>	Name Place Card	<u>7</u>	Dinner Knife
<u>12</u>	Teaspoon	<u>3</u>	Wine Glass (Red)
<u>13</u>	Dessert Fork	<u>9</u>	Salad Fork
<u>6</u>	Soup Spoon	<u>15</u>	Service Plate
<u>14</u>	Salad Plate	<u>4</u>	Wine Glass (White)
<u>2</u>	Water Glass		

**Fill in the Blank**

- The utensils are placed 4 inches inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Spoon
- Synchronized service is when: \_\_\_\_\_
- What is generally indicated on the name placard other than the name? Table number
- 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?  
look for meal that are Gluten-Free or Veg.

## Cashier Test

Score / 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
- B 3) A roll of nickels is worth?  
b) \$6.00  
a) \$8.00  
c) \$4.00  
d) \$2.00
- A 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 \_\_\_\_\_?
- 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?  
b) \$14.50  
a) \$19.50  
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

$$\begin{array}{r} 13.75 \\ + 4.25 \\ \hline 18.00 \end{array}$$

$$\begin{array}{r} 120.00 \\ - 18.00 \\ \hline 102.00 \end{array}$$



Score / 15

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



SENSITIVE BUT UNCLASSIFIED

**Case Verification Number: 2017263104207WG**

Report Prepared: 09/20/2017

**Company Information**

Company ID: 139349

Company Name: Acrobat Outsourcing

**Employee Information**

Last Name: May

First Name: O'rael

Date of Birth: 07/08/1988

Social Security Number: \*\*\* \*\* 5716

Hire Date: 09/20/2017

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: 07/08/2019

**Case Status Information**

Current Case Result: Employment Authorized

Employer Case ID:

Case Submitted On: 09/20/2017

Case Submitted By: SGON7369

SENSITIVE BUT UNCLASSIFIED