

Interview Note Sheet

Applicant Information

Name: O' Rael May	Interviewer: Steven Gonzalez
Date: 9/19/14	Rate of Pay:
Position(s) Applied for:	Referred by:

Test Scores

Server		Bartender		%	
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.
 Total of _____ in Food Service/Hospitality
 - customer service.

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 Required

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

LP-A-18 Interview
O'Rael a-10-17
UPM

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

Seria 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 Community 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 D'Raei T. May Date: 09/19/2017
 Home Telephone (816) 433-2864 Other Telephone ()
 Present Address 5700 Euclid Ave KC MO 64130
 Permanent Address, if different from present address: _____
 Email Address 23bumblebee06@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 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 _____ 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? 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							
PM		<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 _____

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: Luces-Allen Smith Telephone No. (816) 382-5567

Address _____

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

Name: Moniece Gray Telephone No. (816) 1054-9017

Address _____

Occupation: CSR Relationship: Co-Work Number of Years Acquainted: 1

Name: Ruth Brooks Telephone No. (816) 912-4961

Address _____

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

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 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

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

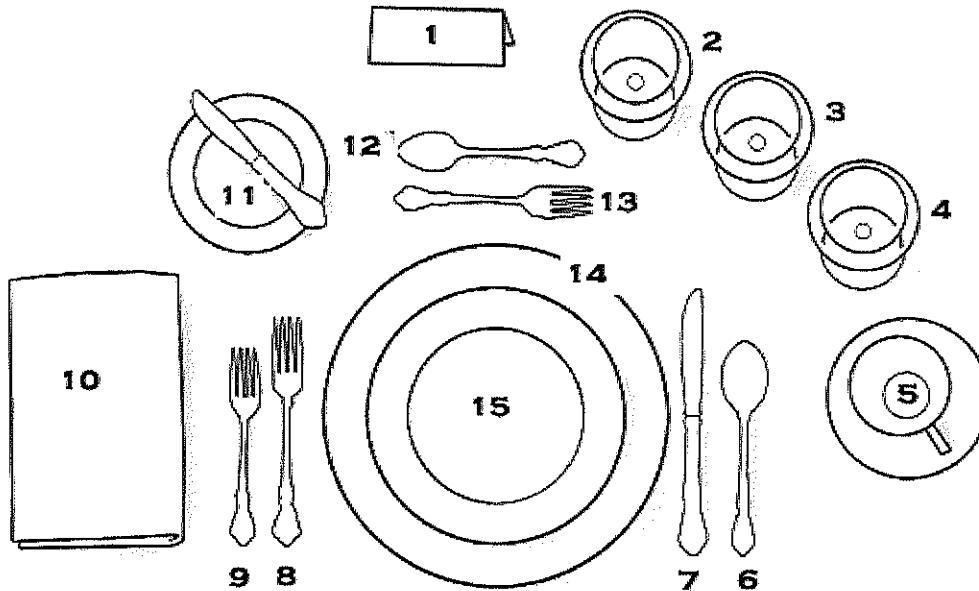
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F. Used to open bottles of wine

G. Style of dining in which the courses come out one at a time

Name _____
Score / 35

Servers Test



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

1. The utensils are placed 4 inches inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Spoon
3. Synchronized service is when: _____
4. What is generally indicated on the name placard other than the name? Table number
5. The Protein on a plate is typically served at what hour on the clock? _____
6. 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?

- a) \$8.00
- b) \$6.00
- 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

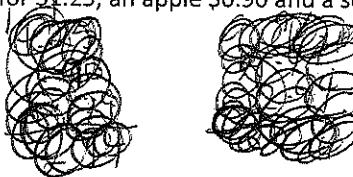
5) What does POS stand for?

- 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?

- 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?

$$\begin{array}{r}
 13.75 \\
 + 4.25 \\
 \hline
 18.00 \\
 - 15.00 \\
 \hline
 3.00
 \end{array}$$

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

Cashier Test

Score / 15

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

B 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? State ID

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