

# Acrobat

outsourcing

Your Hospitality Staffing Professionals  
665 Third St., Suite 415 • San Francisco, CA 94107

First and Last Name: Sylvia Royal  
Email: sylvia.royal@gmail.com  
Phone number: 651-285-9026

## Working Experience:

Company Name: Taco Bell

Dates of Employment: Aug 2005 - Aug 2017

Job Responsibility: Shift Lead

- Delegate + Direct employees for successful shift.
- Provide and ensure hospitality from crew.
- Provide and ensure quality food is served.
- Handle any issues that arise, and set example for standards set

Company Name: Wells Fargo

Dates of Employment: March 2017 - July 2017

Job Responsibility: Phone Banker

- Provide Positive customer service on a daily basis
- Took incoming calls in order to answer customer
- Made sure to learn new info as well as refresh old info to be able to assist inquiries

Company Name: Safe Fit Walk-In Tub

Dates of Employment: June 2011 - Feb 2012

Job Responsibility: Production Manager

- Assisted customers after tub was purchased until 100% was installed.
- Made sure customers understood product and were ~~satisfied~~ satisfied with installation.

## Skills

- Did follow ups with customers about tub to make sure everything was still working proper and customer was still satisfied.
- Great communication skills
- Great customer service skills
- Great problem solving skills

\*651-285-9026 \*sylvia.royal@ymail.com

# Sylvia Royal

---

<b>Objective</b>	To obtain a career with a company where I can learn and grow with the company as well as provide fresh new ideas for the company.	
<b>Experience</b>	June 2014 – Aug. 2017 Taco Bell <b>Crew Trainer</b>	St. Paul, MN
	<ul style="list-style-type: none"><li>Trained new employees, as well as coached and retrained employees as needed.</li><li>Supported shift leads in running successful shifts.</li><li>Tracked temperatures of food, and ingredients to ensure food safety, and proper food handling.</li><li>Provided positive customer service, to ensure a positive experience for the customers.</li></ul>	
	March 2017 – July 2017 Wells Fargo <b>Phone Banker</b>	Shoreview, MN
	<ul style="list-style-type: none"><li>Provided positive customer service on a daily basis.</li><li>Took incoming calls, in order to answer questions from customers.</li><li>Kept up on current information in order to answer customer's questions properly.</li><li>Ensured that customers were satisfied with the answers given, and understood the information they received.</li></ul>	
	June 2011 – Feb. 2012 Safe Fit <b>Production Manager</b>	Myrtle Beach, SC
	<ul style="list-style-type: none"><li>Hired installation crews, and organized training classes.</li><li>Organized and kept track of warehouse inventory.</li><li>Contacted customers to set up installation dates and answer any questions.</li><li>Oversaw installation to ensure installation was completed properly.</li><li>Ensured customers were satisfied with installation and understood how to use the walk-in tub.</li><li>Followed up with customers to ensure satisfaction of the walk-in tub.</li></ul>	
	<b>Assistant</b>	
	<ul style="list-style-type: none"><li>Planned and organized supervisor's daily schedule.</li><li>Oversaw projects when supervisor was out of the office.</li><li>Had to be knowledgeable about each department, in order to give daily reports about department's progress.</li></ul>	
	Aug. 2005 – Apr. 2011 Taco Bell <b>Shift Manager</b>	St. Paul, MN

\*651-285-9026 \*sylvia.royal@ymail.com

**\*651-285-9026 \*sylvia.royal@ymail.com**

- Ran shifts and delegated employees for best productivity.
- Tracked and logged earnings, and handled deposits.
- Counted inventory, placed truck order, and received truck order, storing products properly.
- Hired and trained new employees, as well as coached and retrained employees when needed.
- Handled customer complaints, making sure matters were properly addressed and customer was happy.
- Completed monthly audits

**Education**

Minnesota Business Academy 2003 – 2006 Diploma Obtained

**References**

Sha Hopson  
General Manager, Taco Bell  
651-739-2118

Quay Crawford  
Security Guard, Regions Hospital  
651-334-9009

Angela Rowell  
Shift Lead, Taco Bell  
651-348-9878

**\*651-285-9026 \*sylvia.royal@ymail.com**



## 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 Sylvia Royal Date: Dec. 23, 2017  
Home Telephone ( 612 ) 4114 Other Telephone (651) 285-4026  
Present Address 1804 Laurie Rd E Maplewood MN 55109  
Permanent Address, if different from present address:  
Email Address Sylvia.Royal@mail.com

### EMPLOYMENT DESIRED

Position applying for: Cashier Salary desired: 15<sup>th</sup> per hour

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: open To: open

How did you find out about our open position? (Please check fill in proper name of source): Craigslist

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? Dec. 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	off	open	open	open	open	open	open
PM	off	open	open	open	open	open	open

Do you have any vacations or extended leaves planned in the next 12 months? If so, please list dates:  
NO

### 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) \_\_\_\_\_

# Acrobat

outsourcing  
Your Hospitality Staffing Professionals

## EDUCATION & SKILLS

NAME OF SCHOOL	CITY & STATE	GRADE OR DEGREE COMPLETED	DID YOU GRADUATE?
Minneapolis Business Academy	St. Paul, MN	Diploma	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: Microsoft Word, Excel, Powerpoint. Worked Management in food/customer service for 10 years			

## 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 Taco Bell

Type of Business Fast Food Telephone No. 651 789-2118 Supervisor's Name Shay Hopson  
Your Position and Duties Please see resume

Dates of Employment: From Aug 2005 To Aug 2017 Weekly Pay: Starting \_\_\_\_\_ Ending \$12.50 per hour

Reason for Leaving Personal

Name and Address of Employer Wells Fargo

Type of Business Phone Call Center Telephone No. (\_\_\_\_) \_\_\_\_\_ Supervisor's Name Dorine Uhde  
Your Position and Duties Please see resume

Dates of Employment: From March 2017 To July 2017 Weekly Pay Starting \_\_\_\_\_ Ending 14.13 per hour

Reason for Leaving Personal

Name and Address of Employer Safe Fit Walk-In Job Co.

Type of Business Job Company Telephone No. (\_\_\_\_) N/A Supervisor's Name Mack Herron  
Your Position and Duties Please see resume

Dates of Employment: From June 2011 To Feb 2012 Weekly Pay Starting \_\_\_\_\_ Ending 12.00 per hour

# Acrobat

outsourcing  
Your Hospitality Staffing Professionals

Reason for Leaving: Company Went out of business

Name and Address of Employer N/A

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: No

## 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: Shai Hopman Telephone No. (651) 739-2118

Address \_\_\_\_\_

Occupation: BGM Taco Bell Relationship: Supervisor Number of Years Acquainted: 12

Name: Cassandra Lee Telephone No. (715) 220 5987

Address \_\_\_\_\_

Occupation: AGM Taco Bell Relationship: Supervisor Number of Years Acquainted: 4

Name: Quay Crawford Telephone No. (651) 334-9009

Address \_\_\_\_\_

Occupation: Security Guard Relationship: Friend Number of Years Acquainted: 16



**Please Read Carefully, Initial Each Paragraph and Sign Below**

SR 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.

SR 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.

SR 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.

SR 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.

SR 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

Date 12/23/17

**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

c ✓ 3) A roll of nickels is worth?  
 a) \$8.00  
 b) \$6.00  
 c) \$4.00  
 d) \$2.00

g ✓ 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

g ✓ 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?  
 a) \$6.00  
 b) \$8.00  
 c) \$10.00  
 d) \$12.00

b ✓ 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

*Plotted*

1.25  
0.90  
0.79  
2.94

21  
14.50 - 35.50

1.5  
2.5  
5

4.5 - 21.5

**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 years of age

14) What are the acceptable forms of ID for alcohol purchases?

State ID, DL, Passport, Military

15) How many \$20 bills are in a bank band? 100

## Interview Note Sheet

### Applicant Information

Name: <u>Sylvia Royal</u>	Interviewer: <u>Celiny Diaz</u>
Date: <u>12/23/17</u>	Rate of Pay:
Position(s) Applied for: <u>Cashier/Runner/Dishwasher</u>	Referred by:

### Test Scores

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

Seeking:

Full-Time

Part-Time

### Relevant Experience & Summary of Strengths

Taco Bell - 10 yrs  
 - prep cook/line cook  
 - cashier  
 - training  
 - shift manager

Knowledge in food service

Total of 12 in Food Service/Hospitality

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	<u>North West</u>

### Certifications (if any)

TIPS  Serv-Safe  LEAD  Other IABC with grammar Will Submit

### Availability

<input checked="" type="checkbox"/> Open	AM only	PM only	Weekdays only	Weekends only
--	---------	---------	---------------	---------------

Details:

NO SUNDAYS!

### 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: