

# Interview Note Sheet

## Applicant Information

Name: <u>Angela Cook</u>	Interviewer: <u>Steven Gonzalez</u>
Date: <u>11/17/18</u>	Rate of Pay: \$ <u>10-11</u>
Position (s) Applied for: <u>Server</u>	Referred by:

## Test Scores

				Seeking
Server	<u>28</u> /35	80 %	Bartender	/35 %
Prep Cook	<u>/20</u>	%	Barista	/15 %
Grill Cook	<u>/40</u>	%	Cashier	/15 %
Dishwasher	<u>/10</u>	%	Housekeeping	/14 %

Full-Time

Part-Time

## Relevant Experience & Summary of Strengths

Total of 10 in Food Service/Hospitality

Angela is working at Stroud's Restaurant. She has 10+ yrs in F&B. She lives in Kansas side. So she can easily work ~~for~~ for our Kansas clients.

Server -

- Bob Evans
- Stroud's restaurant

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: \_\_\_\_\_

# Acrobat

outsourcing

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

First and Last Name: Angela Cook  
Email: angela.c2981@hotmail.com  
Phone number: 816-209-9883

### Working Experience:

Company Name: Strouds  
Dates of Employment: 4-16 / 4-17  
Job Responsibility:

- Customer Service
- Drinks
- Money
- Clean

Company Name: Bob Evans  
Dates of Employment: 11-05 / 1-16  
Job Responsibility:

- Customer Service
- Server Trainer
- Money
- Clean / open / c/s

Company Name: \_\_\_\_\_  
Dates of Employment: \_\_\_\_\_  
Job Responsibility:

- 
- 
- 
- 

### Skills

- 20 yrs. Customer Service exp
- 1 yr management exp
- 9 yrs training exp
- Assoc. degree in Business Mgmt

# Angela Cook

Kansas City, KS 66109

angelac29817\_7x5@indeedemail.com - 816-209-9883

My objective is to help my employer make as much money as possible by providing excellent customer service, as well as being fast and efficient with my daily duties in order to provide the best production possible.

## WORK EXPERIENCE

### **Server**

Stroud's Restaurant - Overland Park, KS -

2016-04 - 2017-04

- 100% customer satisfaction that resulted in sales increase, customer loyalty, and new customers.
- Detail oriented, providing fast, efficient, and friendly service in a clean and well-maintained environment.

### **Shift Supervisor/AGM**

KBP Foods - Blue Springs, MO -

2015-07 - 2016-01

- \* Main responsibilities - maintain target food cost, not only for the period, but also for the week and the day. Maintain labor cost at projected target. Maintain all equipment in the store, as well as outside the store via work orders.
- \* Making schedule, and maintaining employee relations within the store. Filing complaints regarding employee concerns, or indiscretions. Coaching documentation and follow through when procedure is broken, registers are short, or insubordination occurs.
- \* Truck orders twice a week, as well as inventory of the entire store once a week. Maintain the integrity of the buffet and its numbers. Maintain the integrity of the employees and the accuracy of the numbers they record.
- \* Maintain the store under the direction of the Steritech guidelines, ensuring a favorable score on any inspection. Maintain the store under the direction of the Jackson county health dept. ensuring all inspections are favorable.

### **Server Trainer/Cashier**

Bob Evans - Belton, MO -

2005-11 - 2015-05

- \* 100% Customer Satisfaction - 10 years of close proximity customer service has enabled me to develop extensive customer satisfaction skills, resulting in repeat business, as well as new comers looking for an excellent dining experience.
- \* Always meets or exceeds goals set forth by management, and/or corporate, resulting in sales increase.
- \* Trains new employees proper procedure to do their job to the best of their abilities, resulting in employee retention.
- \* Fully trained in every category in the store provided me with the ability to work in any part of the store, it also allowed me to help solve any issues that may arise, with complete knowledge of the inner working of the

company, along with the knowledge I gained from the customers, and how they want to be serviced. Allowing for solutions that benefited both the company and the customers.

### **Server/Delivery/Cashier**

Bob Evans - Saint Joseph, MO -

2010-05 - 2011-08

- \* Provided customer service not only by accomplishing my duties as a server and delivery driver, but also by acting as a mediator between the customer and owner.
- \* Made and served mixed drinks (alcoholic beverages).

### **Sales Associate/ Acting Dept. Manager**

Wal-Mart - Saint Joseph, MO -

2002-04 - 2003-11

- \* Customer Service was the number one priority, helping customers find items in the store or ordering an item for customers.
- \* Stocking new merchandise, building displays to showcase either old merchandise with reduced prices, or new merchandise to help advertise.
- \* Inventory was a crucial part of my responsibilities, I was responsible for making sure we had enough stock for projected sales, as well as making the decision of having too many items and reducing the price to move the over stock.
- \* Acting Department Manager

### **EDUCATION**

#### **Associate of Arts in Business Management in Business Management**

University of Phoenix - Phoenix, AZ

2012-07 - 2014-05

### **GED**

Lafayette High School - Saint Joseph, MO

1995 - 1999



## 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 Angela M. Cook Date: 1-17-18  
Home Telephone 18169 209-9883 Other Telephone ( )  
Present Address 2941 N. 77th St KCK 66109  
Permanent Address, if different from present address: \_\_\_\_\_  
Email Address angela.c2981@hotmail.com

### EMPLOYMENT DESIRED

Position applying for: Banquet S Salary desired: \_\_\_\_\_  
Are you currently registered with any staffing and/or employment agencies? If so, please list  
No  
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? 1-18-18

*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		9 AM	9 AM	9 AM	9 AM	9 AM	9 AM
PM		12 p	12 AM	12 AM	12 AM	12 PM	12 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 \_\_\_\_\_

# Acrobat

outsourcing

Your Hospitality Staffing Professionals

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.)

---



---

Pursuant to any and all Fair Chance Ordinances, we will consider for employment qualified applicants with arrest and conviction records.

## EDUCATION & SKILLS

NAME OF SCHOOL	CITY & STATE	GRADE OR DEGREE COMPLETED	DID YOU GRADUATE?
Yafayette	St. Joe, MO	GEN	Yes
University of Phoenix	Phoenix, AZ	Assoc of Art	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: <i>Fund raisers</i>			

## 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 Stroud's - Overland Park, KS

Type of Business Rest Telephone No. (913) 499-0135 Supervisor's Name Joey

Your Position and Duties Server

Dates of Employment: From 4-16 To 4-17

Reason for Leaving: Availability conflict

Name and Address of Employer Bob Evans - Belton, MO

Type of Business Rest Telephone No. ( ) Supervisor's Name Stanley

Your Position and Duties Server trainer

Dates of Employment: From 11-05 To 1-16

Reason for Leaving: Closed

Name and Address of Employer \_\_\_\_\_

# Acrobat

outsourcing

Your Hospitality Staffing Professionals

Type of Business \_\_\_\_\_

Telephone No. (\_\_\_\_) \_\_\_\_\_ Supervisor's Name \_\_\_\_\_

Your Position and Duties \_\_\_\_\_

Dates of Employment: From \_\_\_\_\_ To \_\_\_\_\_

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 \_\_\_\_\_

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: Dana Dodd Telephone No. (214) 584-0345

Address: 2941 N. 77th St KCK 66109

Occupation: Server Relationship: Friend Number of Years Acquainted: 2

Name: Dawn Spencer Telephone No. (816) 710-0086

Address: 1037 Lafayette KCK

Occupation: Forklift Driver Relationship: Friend Number of Years Acquainted: 14

Name: Martin Winston Telephone No. (816) 209-3868

Address: KCMO

Occupation: Security Relationship: Friend Number of Years Acquainted: 2



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

AC 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.

AC 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.

AC 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.

AC 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.

AC 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 Angela Cook Date 1-17-18

**Servers Test**

**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

80

B

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

B

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 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**

D Scullery

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

E 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)

A Chaffing Dish

C. Used to hold a large tray on the dining floor

G French Passing

D. Area for dirty dishware and glasses

B Russian Service

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

F Corkscrew

F. Used to open bottles of wine

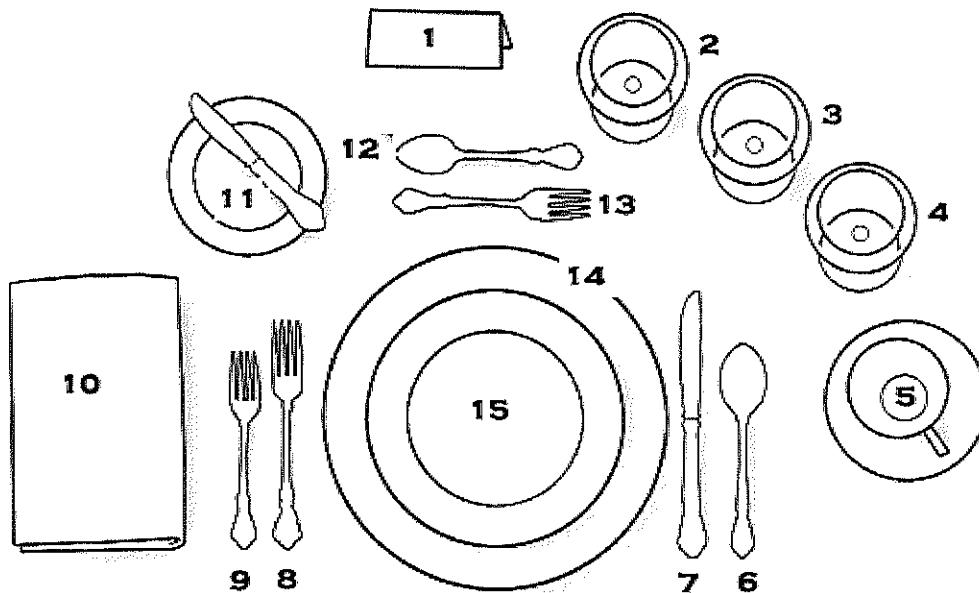
C Tray Jack

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

Name Angela Cook

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>2</u>	Wine Glass (Red)
<u>13</u>	Dessert Fork	<u>9</u>	Salad Fork
<u>1</u>	Soup Spoon	<u>14</u>	Service Plate
<u>15</u>	Salad Plate	<u>3</u>	Wine Glass (White)
<u>4</u>	Water Glass		

**Fill in the Blank**

1. The utensils are placed 12 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Cream, sugar, Lemon.
3. Synchronized service is when: everyone is served at same time.
4. What is generally indicated on the name placard other than the name? Seat #
5. The Protein on a plate is typically served at what hour on the clock? 5
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
Let Expeditor or cook know



SENSITIVE BUT UNCLASSIFIED

**Case Verification Number: 2018017162329DX**

Report Prepared: 01/17/2018

**Company Information**

Company ID: 139349

Company Name: Acrobat Outsourcing

**Employee Information**

Last Name: Cook

First Name: Angela

Date of Birth: 02/09/1981

Social Security Number: \*\*\* \* 6451

Hire Date: 01/17/2018

Citizenship Status: A citizen of the United States

**Document Information**

List B Document: ID card issued by a U.S. federal, state or local government agency

List C Document: Social Security Card

**Case Status Information**

Current Case Result: Verification in Process

Employer Case ID:

Case Submitted On: 01/17/2018

Case Submitted By: DZAM1545

SENSITIVE BUT UNCLASSIFIED