

# Interview Note Sheet

<b>Applicant Information</b>	
Name: <u>Tierra Marshall</u>	Interviewer: <u>Steven</u>
Date: <u>1/16/18</u>	Rate of Pay: <u>10</u>
Position (s) Applied for: <u>Server</u>	Referred by:

Test Scores					
Server	24/35	68%	Bartender	/35	%
Prep Cook	/20	%	Barista	/15	%
Grill Cook	/40	%	Cashier	/15	%
Dishwasher	/10	%	Housekeeping	/16	%

<b>Seeking:</b>
Full-Time
<u>Part-Time</u>

## Relevant Experience & Summary of Strengths

Tierra Marshall is working as a freelance, and is looking for extra work. She has experience in server, prep, cashier.

Total of 3 in Food Service/Hospitality

P.O.S. Experience: ☒ 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

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: \_\_\_\_\_

# TIERRA MARSHALL

817 N.E. Cedar St. Lee's Summit, MO 64086 · (816) 288-8137

Email: ttim0517@gmail.com

Looking to obtain a position with a strong company, in which I can grow and advance to my full potential within the company.

## EMPLOYMENT

MARCH 2017-OCTOBER 2017

SERVER, COOK, CASHIER LITTLE PIG BBQ-BELTON, MO

- Greeted guest and placed orders
- Prepared food: cooked fries, prepared sides daily, and sliced meat for sandwiches
- Consistently cleaned front and back of house, closed store and cash register
- Handled customer and coworker complaints/ issues, answered phones, etc.
- In training to be assistant manager, so I completed all tasks necessary to run the business successfully.

APRIL 2017-JULY 2017

BIRD LADY, WINGS OF LOVE-PLEASANT HILL, MO

- Cared for 35 exotic birds: such as washed/cut fresh vegetables and fruits daily, fed birds, cleaned bird cages, the floor, and water and food bowls daily, fed chickens left over food
- Playing with the birds was important
- Volunteered at educational bird shows

AUGUST 2015-MARCH 2017

CUSTOMER SERVICE REPRESENTATIVE, CONCORDE CAREER COLLEGE-MISSION, KS

- Contact prospective students in a timely manner as well as, following procedures and scripts to appropriately and compliantly represent the College.
- Use contact time effectively to set appointments that meet expectations of show rate.
- Create referral inquiries during conversations while complying with expectations.
- Accurate and descriptive record keeping of inquiries in database.
- Complete professional, and timely follow-up to reschedule appointments or confirm appointments as needed.

FEBRUARY 2015- AUGUST 2015

SALES CONSULTANT/LOGISTICS, OFFICE DEPOT- INDEPENDENCE, MO

- Providing an exceptional customer service experience
- Logistics: Unloaded freight trucks and used sku of merchandise to stock entire store, etc.
- Sales, cashier, cross sales
- Some copy and printing services such as coil binding, lamination, faxing, and shipping.

FEBRUARY 2014- OCTOBER 2014

CREW MEMBER, CHIPOTLE MEXICAN GRILL- LEE'S SUMMIT, MO

- Mostly worked front line, tortilla station- greeted the customer and began order
- Maintained a well-stocked and clean dining area and guaranteed customer satisfactory
- Assisted a great team and helped during slow times, by cooking chips, preparing fresh salsa, and cutting lemons
- Closed most nights: scraped/clean grill, weighed and stored left-over produce, cleaned all surfaces, swept lobby, etc...

## EDUCATION

## **AUGUST 2017-PRESENT DAY**

### **UNDERGRADUATE, LONGVIEW COMMUNITY COLLEGE- LEE'S SUMMIT, MO**

- Working towards an Associate's degree to transfer to four-year university
- Strive to obtain a Zoology and Journalism degree

## **AUGUST 2009-MAY 2013**

### **HIGH SCHOOL DIPLOMA, LEE'S SUMMIT NORTH HIGH SCHOOL- LEE'S SUMMIT, MO**

- Attended Marketing and participated in DECA
- Field and Track at Lee's Summit North High School
- Enjoyed Fashion Design and Merchandising class
- Thrived in Theatre Arts and English

## **SKILLS**

- Great communication and personal skills
- Advanced with Microsoft Word, and PowerPoint
- Excelled typing speed and accurate typing skills with QWERTY keyboard.
- Experienced in presenting/speaking in front of crowds; for example, volunteered and assisted previous supervisor during educational bird performances
- Strong work ethic; Performing at my best on every task, work related or personal, gives me a positive outlook on life.
- Highly motivated and I worked well by myself or in a group
- Very driven and detail oriented
- Strong intuition, problem solving skills, and decision- making skills.
- Charismatic, outgoing, and bubbly personality

## **ACTIVITIES**

- Love meeting/ engaging in conversation with people
- Enjoy making others smile and laugh
- Reading
- Nature walks/meditation
- Love writing music/poems, and singing
- Passionate about nature and animals
- Figuring out technology
- Always searching for an opportunity to learn something new

## 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 Tierra Marshall Date: 01/16/18  
Home Telephone ( ) \_\_\_\_\_ Other Telephone (816) 288-8137  
Present Address 817 N.E. Cedar St Lee's Summit, MO 64086  
Permanent Address, if different from present address: 4  
Email Address ttim0517@gmail.com

### EMPLOYMENT DESIRED

Position applying for: server / food Salary desired: TBD  
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? 1/22/18

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	open	NOT avail	NOT avail	NOT			
PM	open					open	open

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 ☐

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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.)

## EDUCATION & SKILLS

NAME OF SCHOOL	CITY & STATE	GRADE OR DEGREE COMPLETED	DID YOU GRADUATE?
Longview Community	Lee's Summit, MO	MA	NO
Lee's Summit North	Lee's Summit, MO	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: The Ability to handle any situation, and redirect a negative situation into a positive outcome

## 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

Type of Business

Telephone No. ( ) Supervisor's Name

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:

Name and Address of Employer

Type of Business

Telephone No. ( ) Supervisor's Name

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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: Charles Smith Telephone No. (816) 896-3083

Address: Franez Rd, Pleasant Hill, MO

Occupation: Carpenter Relationship: Friend/teacher Number of Years Acquainted: 7

Name: Yvonne Burbach Telephone No. (816) 645-3601

Address: Pleasant Hill, MO

Occupation: Wings of Love Relationship: Previous supervisor Number of Years Acquainted: 1

Name: Kyra Clark Telephone No. (816) 547-6183

Address: unknown

Occupation: Self employed Relationship: Friend Number of Years Acquainted: 5

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

SW 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.

SW 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.

SW 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.

SW 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.

SW 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 Jerrie J. Marshall Date 11/16/18

Name Tierra Marshall

**Servers Test**

Score 24 / 35

**Multiple Choice**

- d 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
- 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
- 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
- 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
- 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
- 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

9.68

**Match the Correct Vocabulary**

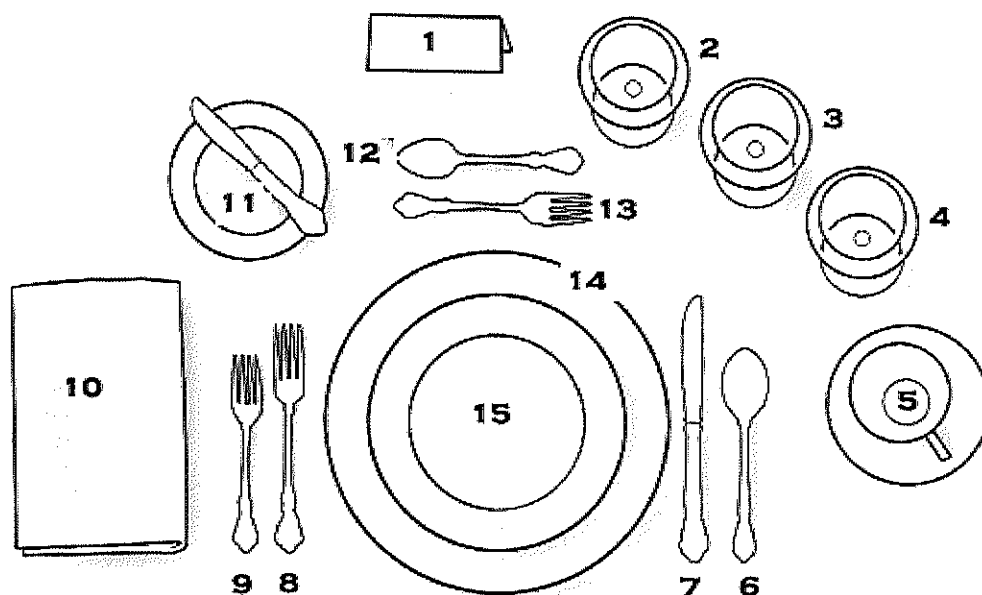
- |                           |   |
|---------------------------|---|
| <u>A.</u> Scullery        | A. Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>D.</u> Queen Mary      | B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron) |
| <u>C.</u> Chaffing Dish   | C. Used to hold a large tray on the dining floor  |
| <u>G.</u> French Passing  | D. Area for dirty dishware and glasses  |
| <u>B.</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>G.</u> Tray Jack       | 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>4.</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>14.</u> Service Plate               |
| <u>15.</u> Salad Plate           | <u>4.</u> Wine Glass (White)           |
| <u>2.</u> Water Glass            |  |

**Fill in the Blank**

- The utensils are placed 3 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? sugar, cream, spoon, lemon, saucer
- Synchronized service is when: several tables are served at the same time
- What is generally indicated on the name placard other than the name? number of guest
- The Protein on a plate is typically served at what hour on the clock? 6 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
tell the chef / wash hands or change gloves



SENSITIVE BUT UNCLASSIFIED

**Case Verification Number: 2018019174840JH**

Report Prepared: 01/19/2018

**Company Information**

Company ID: 139349

Company Name: Acrobat Outsourcing

**Employee Information**

Last Name: Marshall

First Name: Tierra

Date of Birth: 05/17/1995

Social Security Number: \*\*\* \*\* 9594

Hire Date: 01/19/2018

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: 05/17/2019

**Case Status Information**

Final Case Result: Employment Authorized

Employer Case ID:

Case Submitted On: 01/19/2018

Case Submitted By: DZAM1545

Closed On: 01/19/2018

Closed By: DZAM1545

Closure Statement: The employee continues to work for the employer after receiving an Employment Authorized result.

SENSITIVE BUT UNCLASSIFIED