

# Interview Note Sheet

## Applicant Information

Name: <u>Melissa K. Flach</u>	Interviewer: <u>Steven Gonzalez</u>
Date: <u>2/9/18</u>	Rate of Pay:
Position (s) Applied for: <u>Barback, Bartender</u>	Referred by:

## Test Scores

Server	/35	%	Bartender	35/35	100%
Prep Cook	/20	%	Barista	/15	%
Grill Cook	/40	%	Cashier	/15	%
Dishwasher	/10	%	Housekeeping	/16	%

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

## Relevant Experience & Summary of Strengths

Total of 0 in Food Service/Hospitality

Melissa recently pass her bartending course, and would like to gain some experience as a bartender. She scored 100% on her bartender exam. Melissa has a ~~bartender~~ Full-time job as a Business and Leadership.

P.O.S. Experience: Y / N details: \_\_\_\_\_

## Transportation

<u>Car</u>	Public Transit	Carpool ( Rider / Driver )
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## Regions Available to work

Kansas City, KS	<u>Overland Park, KS</u>	<u>Kansas City, MO</u>	Independence, MO
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## Certifications (if any)

TIPS	Serv-Safe	LEAD	Other _____	Will Submit
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## Availability

<u>Open</u>	AM only	PM only	Weekdays only	Weekends only
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## Uniforms Owned

<u>Bistro</u>	<u>Black Bistro</u>	Tuxedo	1/2 Tuxedo	Black Vest	<u>Long Black Tie</u>
Chef Coat	Chef Pants	Knives	Black Pants	Non-Slip Shoes	<u>Bow Tie</u>
Would you recommend this applicant for Acrobat academy?			Convention Candidate?		Other Languages Spoken:

# Melissa K. Flach, RCC.

Melissa.flach@yahoo.com

<http://linkedin.com/pub/melissa-flach/26/178/718>

612-222-8849

5662 N. Harden Ave. Kansas City, MO 64151

I am excited to work for a company in Kansas City that introduces me to great people and where I can utilize my extensive business, leadership and interpersonal skills. I am confident that the skills and experience I bring will be an asset to your organization. I am professional, friendly, smart and have an infectious positive attitude. I recently graduated from the International School of Bartending in Kansas City and am seeking a position as a Bartender where I can provide excellent service.

## **Business and Leadership Experience:**

July 2017 – January 31, 2018

**Private Contractor, Business Leadership with Wyatt McKenzie, Inc.**

**Private Contractor, Curriculum Writer and Project Manager for Leadership Training Program with The Maids, International**

- Manage the reorganization and management training of two business locations in Orlando, FL and Richmond, VA.
- Manage a leadership staff of 5 and team member staff of 55 – 60 in the two locations.
- Business growth analysis and development of growth strategies. Implementation of those strategies.
- All content development, pilot testing and program roll-out for Leadership Training program.

October 2012 – July 2017

**Franchise Performance Consultant with The Maids, International**

- Serve as resource and business coach for franchise owners across the system.
- Conduct on-site visits assuring brand compliance and reviewing business goals and tactics.
- Manage program and facilitate Performance Groups to help drive business results.
- Team lead for Leadership Training Development initiative; designing and executing leadership training for frontline leaders.
- Team member of Customer Service and Employee Experience project teams.
- Supervised and managed two large company owned operations.

May 2010 – October 2012

**Business Trainer and Consultant with Melissa Flach, Inc.**

- Contractor with National Seminar Companies to provide Business Management Training throughout the United States.
- Development of curriculum, learning programs and facilitation tools tailored to specific business needs.
- Published author **100 Days of Kindness At Work**, available at <http://www.amazon.com/100-Days-Kindness-Work-workplace/dp/1495423859>

December 2005 – May 2010

**District Manager, H&R Block**

- Responsible for all business operations, hiring, training, coaching, performance goals and carrying out of corporate objectives.
- Achieved Max Targets in Return Count – 2007, 2008
- Achieved highest Net Revenue above Target in Division - 2007
- Member of Presidents Club 2008. Hit Max Targets in both Return Count and Revenue Goals.
- Certified to Facilitate Situational Leadership Training
- Certified Master Instructor for the company.

November 2003 – December 2005

**Executive Director, Burnsville Convention & Visitors Bureau**

- Develop creative marketing brand and campaigns. Follow through on entire campaign from trade show sales to direct mail efforts.
- Attend National Sales Marketplaces and conduct sales conversations with National Tour Operators.
- Budget development and control.
- Successful grant writing.
- Organization of successful fund-raising events.
- Staff management, hiring and development.
- Recipient of two 2004 Marketing Awards from the Explore Minnesota Tourism Office.

February 2002 – November 2003

**Vice President of Operations, Lee County Economic Development**

- Responsible for all areas of operation for County Economic Development office including staff management, development and implementation of all programs including Marketing Campaigns, strategic planning, special projects and communications with media.
- Graduate of the Heartland Course for Economic Development, April 2003.

July 1998 – January 2002

**Marketing Director, Iowa City/Coralville Convention & Visitors Bureau**

- Development of Group Tour Marketing campaigns
- Group Tour sales at national marketplaces and tradeshow
- Itinerary development and execution

Professional Certifications and memberships: Registered Corporate Coach, Worldwide Association of Business Coaches; member of the Omaha Chapter of the Organizational Development Network; Member of the Association for Talent Development.

Education: University of Iowa, B.A. Degree  
Major areas of study included Economics, American History, Political Science.

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## 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 MELISSA FLACH Date: 2-9-18  
Home Telephone (612) 722-8849 Other Telephone ( ) \_\_\_\_\_  
Present Address 5662 N. HARDEN AVE., KANSAS CITY, MO 64151  
Permanent Address, if different from present address: \_\_\_\_\_  
Email Address melissa.flach@yahoo.com

### EMPLOYMENT DESIRED

Position applying for: Bar tender Salary desired: \_\_\_\_\_  
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): Beth Merrill, Bartending School  
Referral ☒ Name of Referral Beth Merrill 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? Immediately

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>all</u>	<u>all</u>	<u>all</u>	<u>all</u>	<u>all</u>	<u>all</u>	<u>all</u>
PM	<u>all</u>	<u>all</u>	<u>all</u>	<u>Noon-6pm</u>	<u>all</u>	<u>all</u>	<u>all</u>
Do you have any vacations or extended leaves planned in the next 12 months? If so, please list dates: <u>No</u>							

### 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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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?
University of Iowa	Iowa City, IA	B.S.	YES
Do you have any special licenses, certificates or special training? If so please list under "Special."		<input checked="" type="radio"/> YES	NO
Are you computer literate? If so, list software knowledge under "Special."		<input checked="" type="radio"/> YES	NO
Are you proficient with Point of Sales Systems? If so please list which ones under "Special."		<input checked="" type="radio"/> 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."		<input checked="" type="radio"/> YES	NO
Special: INTERNATIONAL SCHOOL OF PROFESSIONAL BARTENDING I'M AN EXCELLENT TRAINER & A REGISTERED CORPORATE COACH			

## 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 THE MAIDS, INTL.

Type of Business FRANCHISOR Telephone No. (402) 561-2411 Supervisor's Name TROY FLORENCE

Your Position and Duties BUSINESS COACH TO FRANCHISE OWNERS, DEVELOP CUSTOMER SERVICE & LEADERSHIP TRAINING

Dates of Employment: From 10/12 To 7/17

Reason for Leaving: RELOCATION

Name and Address of Employer MY OWN BUSINESS, MELISSA FLACH, INC

Type of Business CONSULTING Telephone No. ( ) Supervisor's Name SELF

Your Position and Duties BUSINESS CONSULTING, TRAINING FACILITATION

Dates of Employment: From ongoing

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

Name and Address of Employer H & R BLOCK

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Type of Business TAX PREP

Telephone No. ( )

Supervisor's Name

Your Position and Duties DISTRICT MANAGER

Dates of Employment: From 12/05 To 5/2010

Reason for Leaving: DESIRE TO WORK MY OWN BUSINESS

Name and Address of Employer BURNSVILLE CONVENTION & VISITORS BUREAU

Type of Business DESTINATION

Telephone No. ( )

Supervisor's Name

Your Position and Duties

EXECUTIVE DIRECTOR

Dates of Employment: From 10/03 To 12/05

Reason for Leaving: NEW OPPORTUNITY

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?  
If so, describe:

Yes No X

## JOB RELATED REFERENCES

List below three persons not related to you who have knowledge of your work performance within the last three years.

Name: Telephone No. ( )

Address

Occupation: Relationship: Number of Years Acquainted:

Name: Telephone No. ( )

Address

Occupation: Relationship: Number of Years Acquainted:

Name: Telephone No. ( )

Address

Occupation: Relationship: Number of Years Acquainted:

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

MT 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.

MT 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.

MT 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.

MT 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.

MT 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

William F. Clark

Date

2-9-18

**Bartenders Test**

Score 35/35

**Multiple Choice (6 points)**

- B 1) Carbonation \_\_\_\_\_ the rate of intoxication.  
a) Slows down  
b) Speeds up  
c) Does nothing to
- B 2) What are the six most commonly used spirits?  
a) Sweet and Sour, Triple Sec, Grenadine, Midori, Lime Juice and Cranberry Juice  
b) Vodka, Whiskey, Gin, Bourbon, Rum and Tequila  
c) Chardonnay, Cabernet Sauvignon, Champagne, Merlot, Sauvignon Blanc, Zinfandel  
d) Kahlua, Vodka, Frangelico, Gin, Tequila, Spiced Rum
- B 3) You can accept an expired ID as long as all other information is correct.  
a) True  
b) False
- B 4) If someone has had too much to drink, serving them coffee will help sober them up.  
a) True  
b) False
- D 5) What are the acceptable forms of ID for Alcohol Consumption?  
a) State or Government Issued ID Card or Drivers License  
b) Passport or Passport ID Card (as long as it lists the person's date of birth)  
c) School ID or Birth Certificate  
d) A & B  
e) A, B & C
- B 6) If there is no shaker tin available to scoop ice for a drink, it is okay to use a glass.  
a) True  
b) False

100%

**Vocabulary (9 points)**

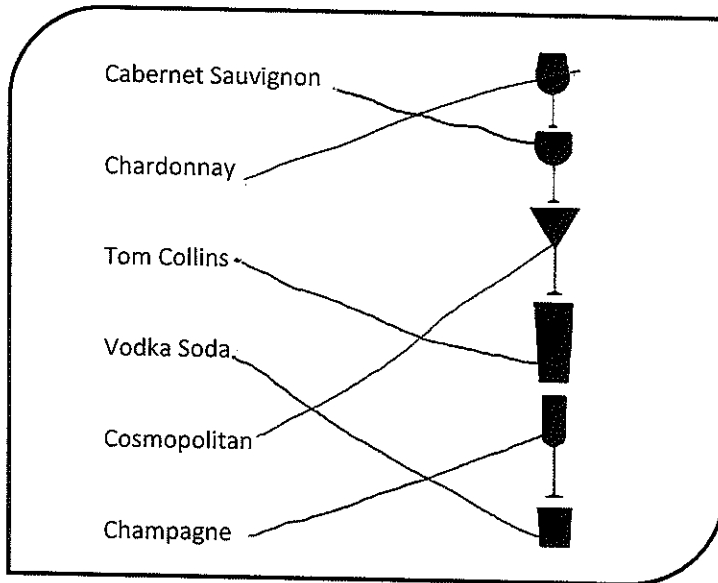
Match the word to its definition

- C "Straight Up"  
F Shaker Tin  
I "Neat"  
A Muddler  
B Strainer  
E Jigger  
G Bar Mat  
D "Float"  
H "Back"

- a.) Used to crush fruits and herbs for craft cocktail making  
b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured  
c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice  
d.) To pour 1/2 oz of a liquor on top  
e.) Used to measure the alcohol and mixer for a drink  
f.) Used to mix cocktails along with a pint glass and ice  
g.) Used on the bar top to gather spills  
h.) Requesting a separate glass of another drink  
i.) Means to serve spirit room temperature in a rocks glass with no ice

**Glassware (6 points)**

Match the correct glass to the drink



**Answer and Question (14 points)**

Provide examples of 3 brand name "top shelf" spirits (3 points):

*Johnnie Walker Black, Grey Goose*

What are the ingredients in a Manhattan?

*Grand Marnier, Glen Fiddich,*

What are the ingredients in a Cosmopolitan?

*WHISKEY, Vermouth, bitters*

What are the ingredients in a Long Island Iced Tea?

*Vodka, Cranberry juice, Cranberry*

What makes a margarita a "Cadillac"?

*Vodka, tequila, rum, triple sec, lime juice, splash of coke*

What is simple syrup?

*Top shelf liquors*

Is it legal to pour liquor from one bottle into another? What is this called? (2 points)

*Sugar + water*

*No, ?*

What should you do if you break a glass in the ice?

*Empty it all out*

When is it OK to have an alcoholic beverage while working?

*No*

What does it mean when a customer orders their cocktail "dirty"?

*olive juice*

What are the ingredients in a Margarita?

*Tequila, triple sec, lime juice, sour*



SENSITIVE BUT UNCLASSIFIED

**Case Verification Number: 2018040164316FP**

Report Prepared: 02/09/2018

**Company Information**

Company ID: 139349

Company Name: Acrobat Outsourcing

**Employee Information**

Last Name: Flach

First Name: Melissa

Date of Birth: 08/17/1965

Social Security Number: \*\*\* \*\* 6892

Hire Date: 02/09/2018

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: 08/17/2022

**Case Status Information**

Final Case Result: Employment Authorized

Employer Case ID:

Case Submitted On: 02/09/2018

Case Submitted By: DZAM1545

Closed On: 02/09/2018

Closed By: DZAM1545

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

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