

## 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 Celena Penfold Date: 2/26/18  
Home Telephone ( ) \_\_\_\_\_ Other Telephone (415) 424-0933  
Present Address 381 Broadway SF, CA 94133  
Permanent Address, if different from present address: \_\_\_\_\_  
Email Address Penfoldcelena@gmail.com

### EMPLOYMENT DESIRED

Position applying for: Host, server, Cashier Salary desired: 15<sup>00</sup> - 20<sup>00</sup>  
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 Marcus Jackson 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? 3/6/18

**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	open	open	open	
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 the San Francisco Fair Chance Ordinance, 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?
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: _____			

## 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 Cheese Cake Factory  
Type of Business Restaurant Telephone No. ( ) \_\_\_\_\_ Supervisor's Name Hannah  
Your Position and Duties Baker

Dates of Employment: From 11/1/17 To \_\_\_\_\_ Weekly Pay: Starting 14.50 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 \_\_\_\_\_



# Acrobat

outsourcing  
Your Hospitality Staffing Professionals

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: \_\_\_\_\_

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: Marcus Jackson Telephone No. (979) 972-5451

Address \_\_\_\_\_

Occupation: \_\_\_\_\_ Relationship: Friend Number of Years Acquainted: 1

Name: \_\_\_\_\_ Telephone No. (\_\_\_\_) \_\_\_\_\_

Address \_\_\_\_\_

Occupation: \_\_\_\_\_ Relationship: \_\_\_\_\_ Number of Years Acquainted: \_\_\_\_\_

Name: \_\_\_\_\_ Telephone No. (\_\_\_\_) \_\_\_\_\_

Address \_\_\_\_\_

Occupation: \_\_\_\_\_ Relationship: \_\_\_\_\_ Number of Years Acquainted: \_\_\_\_\_



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

✓ 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.

✓ 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.

✓ 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.

✓ 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.

✓ 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**

*Celeste Perez*

**Date**

*1/26/18*





# **Celena Penfold**

381 Broadway San Francisco CA, 94133

(415) 424-0933, [penfoldcelena@gmail.com](mailto:penfoldcelena@gmail.com)

## **SKILLS SUMMARY**

### **Cashier**

- Received payment by cash, check, credit cards, vouchers, or automatic debits.
- Issued receipts, refunds, credits, or change due to customers.
- Assisted customers by providing information and resolving their complaints.
- Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.
- Greeted customers entering establishments.
- Answered customers' questions, and provide information on procedures or policies.
- Sold tickets and other items to customers.
- Processed merchandise returns and exchanges.

### **Hostess**

- Greeted guests and seat them at tables or in waiting areas.
- Provided guests with menus.
- Assigned patrons to tables suitable for their needs and according to rotation so that servers receive an appropriate number of seatings.
- Spoke with patrons to ensure satisfaction with food and service, to respond to complaints, or to make conversation.
- Answered telephone calls and respond to inquiries or transfer calls.
- Maintained contact with kitchen staff, management, serving staff, and customers to ensure that dining details are handled properly and customers' concerns are addressed.
- Inspected dining and serving areas to ensure cleanliness and proper setup.
- Informed patrons of establishment specialties and features.
- Received and recorded patrons' dining reservations.

### **Food Service**

- Managed orders to ensure that items would be cooked and served at the same time
- Cooked meals for breakfast, lunch and dinner for 200 people daily
- Prepped vegetables, meats and chicken for cooking
- Measured ingredients required for specific food items being prepared.
- Operated large-volume cooking equipment such as mixers, grills, griddles and commercial oven
- Cleaned food preparation areas, cooking surfaces, and utensils
- Replenished food serving trays, keeping food at the correct temperature
- Washed dishes using commercial dishwasher and cleaned the kitchen
- Swept and scrubbed floors
- Cleaned garbage cans with water or steam

### **Call Center**

- Handled 300 outgoing and incoming calls per day
- Listened to and helped resolve customers' questions and concerns



- Deliver prepared sales talks, reading from scripts that describe products or services, to persuade potential customers to purchase a product or service
- Obtained customer information and entered into database

### **WORK HISTORY**

#### **Baker/Cashier**

**11/2017-Present**

The Cheesecake Factory, San Francisco, CA

#### **Hostess**

**3 months**

The Rainforest Café, San Francisco, CA

The Hardrock Café, San Francisco, CA

#### **Food Service**

**2 years**

Bureau of Prisons, Dublin, CA

2016-2017

McDonald's, Carson City, NV

2012-2013

#### **Call Center**

**2 months**

Unicor Call Center, Dublin, CA

September – November 2016

### **EDUCATION**

#### **GED**

Western Nevada Community College, Carson City, NV 2012



*Did not complete!*

Name \_\_\_\_\_

**Servers Test**

**Score / 35**

**Multiple Choice**

- \_\_\_\_\_ 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

**Match the Correct Vocabulary**

D Scullery

\_\_\_\_\_ Queen Mary

A Chaffing Dish

G French Passing

\_\_\_\_\_ Russian Service

F Corkscrew

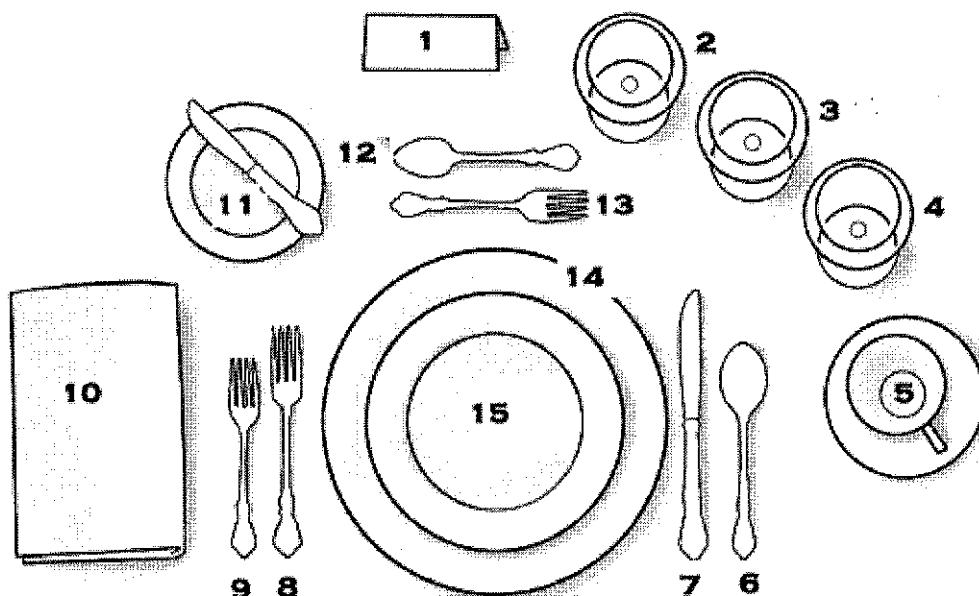
C Tray Jack

- 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 \_\_\_\_\_

**Servers Test**

**Score / 35**



**Match the Number to the Correct Vocabulary**

- |                             |                                    |
|-----------------------------|------------------------------------|
| _____ Napkin                | _____ Dinner Fork                  |
| _____ Bread Plate and Knife | _____ Tea or Coffee Cup and Saucer |
| _____ Name Place Card       | _____ Dinner Knife                 |
| _____ Teaspoon              | _____ Wine Glass (Red)             |
| _____ Dessert Fork          | _____ Salad Fork                   |
| _____ Soup Spoon            | _____ Service Plate                |
| _____ Salad Plate           | _____ Wine Glass (White)           |
| _____ Water Glass           |                                    |

**Fill in the Blank**

- The utensils are placed \_\_\_\_\_ inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? \_\_\_\_\_
- Synchronized service is when: \_\_\_\_\_
- What is generally indicated on the name placard other than the name? \_\_\_\_\_
- The Protein on a plate is typically served at what hour on the clock? \_\_\_\_\_
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
\_\_\_\_\_

1) A roll of quarters is worth?

- a) \$5.00
- ☒ b) \$10.00
- c) \$15.00
- d) \$20.00

2) A roll of dimes is worth?

- ☒ a) \$5.00
- b) \$4.00
- c) \$3.00
- d) \$2.00

3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- ☒ d) \$2.00

4) A roll of pennies is worth?

- a) \$1.00
- b) \$0.75
- ☒ c) \$0.50
- d) \$0.25

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 .05 8.75

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

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

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

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

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

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 I.D, Drivers license

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

50

100