

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 (415) 424-0933 Other Telephone 715
 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: 15⁰⁰ - 20⁰⁰
 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? 3/16/18

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 <u>AVAILABLE</u> <u>DAILY</u>	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
AM			<u>Open</u>	<u>Open</u>	<u>Open</u>	<u>Open</u>	
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

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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 Cheesecake 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 _____

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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) 472 - 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

Celia Peral

Date 1/26/18

Celena Penfold

381 Broadway San Francisco CA, 94133

(415) 424-0933, 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



Servers Test

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 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



Scullery



Queen Mary



Chaffing Dish



French Passing



Russian Service



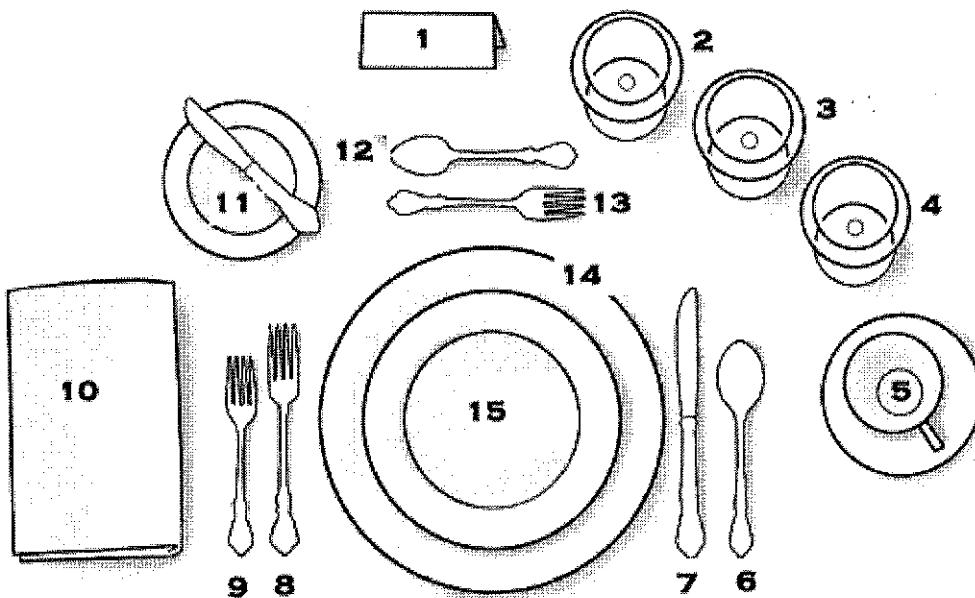
Corkscrew



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

Servers Test



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

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

Cashier Test

Score 13 / 15

- 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 8%
- 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