

Shannon Lawrence

5436 Long Beach Ave Los Angeles, CA
shannonlawrence2008@gmail.com
(424) 232-4707

OBJECTIVE Seeking a position where I can utilize my cash handling and customer service experience.

Guest Relations Agent

NoMad Los Angeles - Los Angeles, CA
January 2018 to Present

Assist guests in reserving tables in our restaurant. Answer questions regarding available tables, menu offerings, dining options as well as special events. Accommodate guest concerns and preferences by conferring with maitre d and manager on duty. Take guests room service orders with as much detail as possible to ensure guest satisfaction. Upsell and make menu item suggestions to guests unfamiliar with our food offerings.

Casino Banker/Third Party Propositional Player

Acme Player Services - Santa Fe Springs, CA
February 2016 to December 2017

Participated and monitored table action on casino floor to ensure accuracy. Oversaw the handling of casino chips and payouts to winning customers. Ensured that betting was carried out properly and wagers/bets were handled appropriately.

Casino Banker/Third Party Propositional Player

Certified Players Inc - Inglewood, CA
July 2014 to July 2015

Verified that all losing wagers were collected properly by the dealer. Protected the integrity of live games by watching for irregularities. Protected company assets by ensuring that all betting procedures were followed by both dealers and players during a live game.

Casino Banker/Third Party Propositional Player

Team View Players Services - Inglewood, CA
March 2013 to July 2014

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Education

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Cashier Test

Score / 15

- B 1) A roll of quarters is worth?
a) \$5.00
b) \$10.00
c) \$15.00
d) \$20.00
- A 2) A roll of dimes is worth?
a) \$5.00
b) \$4.00
c) \$3.00
d) \$2.00
- D 3) A roll of nickels is worth?
a) \$8.00
b) \$6.00
c) \$4.00
d) \$2.00
- C 4) A roll of pennies is worth?
a) \$1.00
b) \$0.75
c) \$0.50
d) \$0.25
- C 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 9.19% ?
- C 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
- B 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
- D 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
- A 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

$$\begin{array}{r}
 1.25 \\
 90 \\
 79 \\
 \hline
 2.94 \\
 \hline
 3.00 \\
 \hline
 2.94
 \end{array}$$

$$\begin{array}{r}
 10.50 \quad 7.25 \quad 4.90 \\
 \times 2 \quad \times 2 \quad \times 2 \\
 \hline
 21.00 \quad 14.50 \quad 9.80 \\
 \hline
 45.30 \\
 \hline
 50.00 \\
 \hline
 4.70
 \end{array}$$

$$\begin{array}{r}
 3.75 \\
 4.25 \\
 \hline
 8.00
 \end{array}$$

$$\begin{array}{r}
 3.75 \quad 1.25 \quad 2.50 \quad 3.25 \\
 \times 2 \quad \times 2 \quad \times 2 \quad \times 2 \\
 \hline
 7.50 \quad 2.50 \quad 5.00 \quad 6.50 \\
 \hline
 21.50 \\
 \hline
 100.00 \\
 \hline
 71.50
 \end{array}$$

Cashier Test

Score / 15

- A 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
- B 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? CA ID, CA Driver License, Out of State ID of license
- 15) How many \$20 bills are in a bank band? 50