

# Interview Note Sheet

## Applicant Information

Name: <u>Asia Ashley</u>	Interviewer: <u>Steven G.</u>
Date: <u>4/6/18</u>	Rate of Pay: \$ <u>10</u>
Position (s) Applied for: <u>Server</u>	Referred by:

## Test Scores

Server	/35	%	Bartender	/35	%
Prep Cook	/20	%	Barista	/15	%
Grill Cook	/40	%	Cashier	/15	%
Dishwasher	/10	%	Housekeeping	/14	%

## Seeking:

Full-Time

Part-Time

## Relevant Experience & Summary of Strengths

*Total of \_\_\_\_\_ in Food Service/Hospitality*

- Asia Ashley - she is currently working fulltime and is also going back to school fulltime. She is looking for part-time work.

- wants to serve

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

## Transportation

Car Public Transit Carpool ( Rider / Driver )

## Regions Available to work:

Kansas City,KS Overland Park,Kansas 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

Details: \_\_\_\_\_

## 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:
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# Asia Ashley

1202 Toulouse St  
Belton, MO 64012

AsiaIAshley94@gmail.com  
(816) 313-9868

PROFESSIONAL PROFILE		
Entry Level Customer Service Representative. Detailed-oriented and self-starting. Very patient and enjoy interaction with people. Highly motivated professional with 4 years of customer service experience. I'm able to enhance the customer experience and improving retention through knowledge, patience, and understanding.		
Skills Summary		
Communication (verbal & written) Critical Thinking Skills Problem Analysis/Solving	Computer Skills Customer Service Adaptability Initiative	Sales Multi-tasking Creativity Mathematical Reasoning
PROFESSIONAL EXPERIENCE		

## ***Customer Service Specialist I***

National flood Services-Aon

04/2016 – Present

7701 College Overland park Ks, 66210

Under moderate supervision within a team environment, responsibility entailed understanding and applying complex National Flood Insurance Program rules and regulation to agents regarding their clients flood insurance policies.

- Answer client and agent inquiries via the 800 line to achieve targeted department service levels and quality standards, investigate and answer coverage inquiries; clearly and appropriately document account according to department standards.
- Process insurance agent inquiries which may include: Endorsements, quotes, refunds, and written inquiries.
- Correct policies using knowledge of underwriting components inclusive of but not limited to zone determinations, map revisions, and elevation certificates.
- Determine the credibility of certain legal documents, loan closing documents, NFIP maps and elevation data. Make appropriate coverage recommendations and accurately explain Professional Liability to callers.
- Communicate information to agents, and clients using written and/or verbal communication. Knowledge of basic equipment functions, such as how to maintain files, printing, faxing, phone message and voicemail.
- Meet minimum performance standards determined by key performance indicators.
- Ability to work with frequent and multiple policy, procedure and regulation changes.

### **Key Accomplishments**

- Phone QA average of 95% for the year of 2016
- Average efficiency scorecard 90%
- Volunteered to work on special processing projects involving Section 28 changes.

Up trained with underwriting ability to process recent map changes utilizing elevation certificates, confirmation of zone and flood zone determinations

### ***CUSTOMER SERVICE REP/ ACCOUNT MANAGER***

SPRINT

(10/2015-3/2016)

6550 Sprint Parkway Overland Park, KS 66251

Handles customer inquiries, complaints, cancellation, billing questions and payment extension/service request. Resolve product or service problems by clarifying the customer's complaint and determining a solution and the cause of the problem. The ability to select and explain the best solution to resolve the problem.

### **Key Accomplishments**

- Handled 60-100 customer calls per day with average handling time of 600 seconds per call.
- Prevented customer call backs by listening attentively, creatively solving problems, and giving accurate information with average of 18% call backs out a 6 month period.
- Completed customer service and sales training to learn ways to enhance customer satisfaction and improve sales productivity.
- Sprint promoter score average 95%.

### ***CUSTOMER SERVICE REP***

CINTRENX

(09/2014-10/2015)

10310 W 84th Terr, Lenexa, KS 66214

Receiving inbound calls for a Federal program which assist veterans with locating physicians based on their medical needs. It includes data entry and follow up to ensure they receive proper service.

### **Key Accomplishments**

- Served 40-80 customers per day average handling time 250 seconds.
- Exceeded customer service satisfaction by average goal of 92% over a 6 month period.
- Prevented customer call backs by listening attentively, creatively solving problems, and giving accurate information with average of 18% call backs out a 6 month period.

Asia Ashley

Asia Ashley

EDUCATION	
Metropolitan Community College Currently seeking Associate of Arts Major Social Work - Ruskin High School High School Diploma                      May 2013	
REFERENCES	
Teacher at Derrick Thomas Academy	Karnissa Caldwell 1(816)-651-3740
Customer service Rep at AON	Kristina Crawford 1(816)- 529-6838
Customer service Rep at AON	Kristall Pruitt            1(816)- 2786978
Logistics at All Points	Daryl Singleton   1(816)- 977-9048

## 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 Asia Ashley Date: 04/4/18  
Home Telephone (816) 313-9868 Other Telephone ( ) \_\_\_\_\_  
Present Address 1202 Toulouse St Baton MO 64012  
Permanent Address, if different from present address: \_\_\_\_\_  
Email Address asiaashley98@gmail.com

### EMPLOYMENT DESIRED

Position applying for Banquet server Salary desired: \_\_\_\_\_  
Are you currently registered with any staffing and/or employment agencies? If so, please list  
NO  
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? \_\_\_\_\_

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	Full day						Full day
PM	Full day	After 6	After 6	After 6	After 6		Full day
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 Yes If yes, when? \_\_\_\_\_  
Do you have friends or relatives working for Acrobat Outsourcing? Yes\_\_\_ No Yes 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.)

## EDUCATION & SKILLS

NAME OF SCHOOL	CITY & STATE	GRADE OR DEGREE COMPLETED	DID YOU GRADUATE?
Bushlin High School	Kansas City MO	3.8 Diploma	YES
MCC KU (metropolitan)	Kansas city MO	2.8 In progress	NO
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: Food Handlers permit. I have 4+ years of experience.			

## 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 Acn (A/F/S)

Type of Business Customer Service Telephone No. ( ) Supervisor's Name May  
Your Position and Duties Answer client and agent via 800 line, process insurance inquiries, and meet minimum performance standards.

Dates of Employment: From 04/16 To 04/18 Weekly Pay: Starting 14.00 Ending 14.50

Reason for Leaving: In search of stability while managing schooling

Name and Address of Employer Sprint

Type of Business CSR Telephone No. ( ) Supervisor's Name Dana  
Your Position and Duties handles customer inquiries, complaints cancellations, and billing questions.

Dates of Employment: From 10/15 To 3/16 Weekly Pay: Starting 12.50 Ending 14.00

Reason for Leaving: Laid off

Name and Address of Employer Centrinex LLC

Type of Business CSR II Telephone No. ( ) Supervisor's Name Chris

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Your Hospitality Staffing Professionals

Your Position and Duties Received inbound calls for federal programs which assist veterans and schedule appointments based on medical needs.

Dates of Employment: From 9/14 To 10/15 Weekly Pay: Starting 16.00 Ending 16.00

Reason for Leaving: In search of stability

Name and Address of Employer Ameristar Casino (Falcon Piner)

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

Your Position and Duties Server/Host

Organize and alter menus for special occasions and events.

Dates of Employment: From 5/13 To 8/14 Weekly Pay: Starting 8.50 Ending 8.50

Reason for Leaving: Went away for college.

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? 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: Karnissa Caldwell Telephone No. (816) 651-3740

Address N/A Kansas city mo

Occupation: Teacher Relationship: TA (teacher assistant) Number of Years Acquainted: 5+ years

Name: Kristina Crawford Telephone No. (816) 529-6838

Address NA Kansas city mo

Occupation: CSR specialist Relationship: Co-Worker Number of Years Acquainted: 3+ years

Name: Daryl Singleton II Telephone No. (816) 977-9048

Address N/A Kansas city mo

Occupation: Cook Relationship: Co-Worker Number of Years Acquainted: 4+ years

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

✓AA

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.

✓AA

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.

✓AA

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.

AA

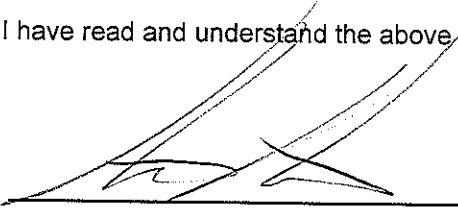
I understand that if selected for hire, it will be necessary for me to provide satisfactory evidence of my identity and legal authority to work in the United States, and that federal immigration laws require me to complete an I-9 form in this regard within three days of my hire date.

AA

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**



**Date**

4/4/18



Name Asia Ashley

**Servers Test**

Score 23 / 35

**Multiple Choice**

- C 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
- d 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
- b 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
- b 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
- d 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
- d 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

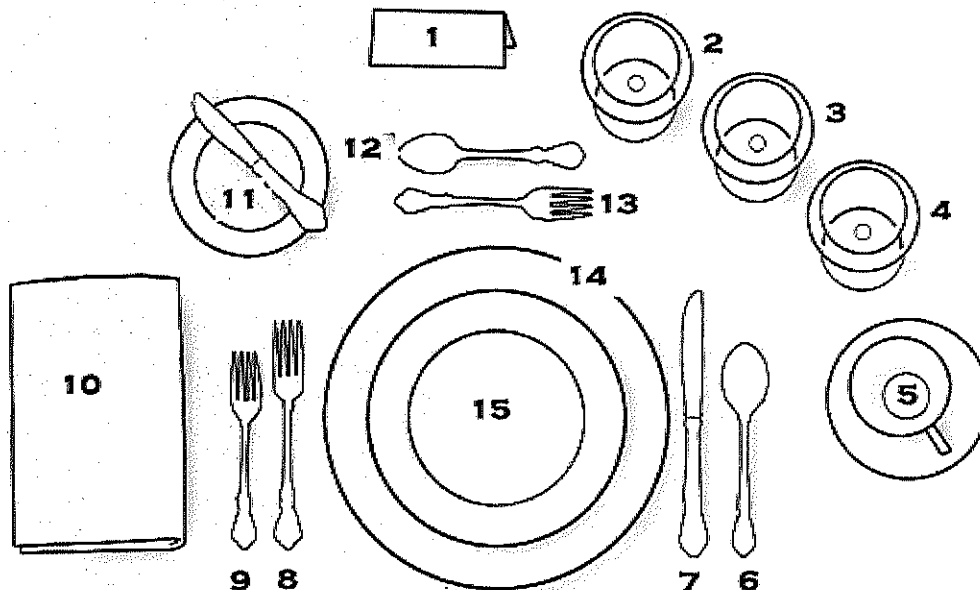
**Match the Correct Vocabulary**

- |                          |   |
|--------------------------|---|
| <u>D</u> Scullery        | A. Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>E</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>A</u> Chaffing Dish   | C. Used to hold a large tray on the dining floor  |
| <u>B</u> French Passing  | D. Area for dirty dishware and glasses  |
| <u>G</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>C</u> Tray Jack       | G. Style of dining in which the courses come out one at a time  |

Name Asia Ashuey

**Servers Test**

Score / 35



**Match the Number to the Correct Vocabulary**

<u>10</u>	Napkin	<u>89</u>	Dinner Fork
<u>11</u>	Bread Plate and Knife	<u>5</u>	Tea or Coffee Cup and Saucer
<u>1</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>8</u>	Salad Fork
<u>12</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? Cream + Sugar
- Synchronized service is when: \_\_\_\_\_
- What is generally indicated on the name placard other than the name? Seat number
- 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?  
notify the cook



SENSITIVE BUT UNCLASSIFIED

**Case Verification Number: 2018096165716AR**

Report Prepared: 04/06/2018

**Company Information**

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Company ID: 139349

Company Name: Acrobat Outsourcing

**Employee Information**

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Last Name: Ashley

First Name: Asia

Date of Birth: 12/28/1994

Social Security Number: \*\*\* \*\* 1763

Hire Date: 04/06/2018

Citizenship Status: A citizen of the United States

**Document Information**

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List B Document: Driver's license or ID card issued by a U.S. state or List C Document: Social Security Card  
outlying possession

Document Name: Driver's license

Document State: Missouri

Driver's License or ID Card Number:

Document Expiration Date: 11/28/2022

**Case Status Information**

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Final Case Result: Employment Authorized

Employer Case ID:

Case Submitted On: 04/06/2018

Case Submitted By: DZAM1545

Closed On: 04/06/2018

Closed By: DZAM1545

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

SENSITIVE BUT UNCLASSIFIED