

Interview Note Sheet

Applicant Information

Name: Roxanne McMullen

Interviewer: Steven

Date: 4/10/18

Rate of Pay: \$ 10

Position (s) Applied for:

Referred by:

Housekeeping, Houseman

Test Scores

Server	/35	%	Bartender	/35	%
Prep Cook	/20	%	Barista	/15	%
Grill Cook	/40	%	Cashier	/15	%
Dishwasher	/10	%	Housekeeping	<u>18/14</u>	<u>86</u> %

Seeking:

Full-Time

Part-Time

Relevant Experience & Summary of Strengths

Total of _____ in Food Service/Hospitality

Roxanne is looking for work, she is open to anything.

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:

Roxanne McMullen

Kansas City, MO
816-338-8195 roxannemcmullen1977@gmail.com

SUMMARY

Exceptional customer service team member with a drive to provide excellent customer satisfaction, seeking a fulltime employment opportunity where I may use my acquired skills and knowledge to enhance the customer service experience.

SKILLS

- Customer Service
- Cashier
- Security
- Data Entry
- Microsoft Office
- Ten Key

WORK EXPERIENCE

AT&T

Customer Service Associate

Lee's Summit, MO

Sept 2011 to July 2016

- Completed maintenance repair for DSL.
- Corrected errors on customer accounts and updated required information.
- Set up lifeline accounts for the elderly and disabled.
- Fielded calls with disgruntled clients providing answers and resolutions to problems.
- Input data in computer systems.

Citi Trends

Cashier and Sales Associate

Kansas City, MO

Mar 2015 to Mar 2016

- Assisted customers with clothing purchases.
- Handled loss prevention in store.
- Inventoried and tagged new items and placed them on sales floor.
- Rang sales in register handling cash and credit transactions, and count down drawer at end of shift.
- Cleaned dressing rooms, mirrors and store areas nightly and vacuumed floors.

Ameristar Casino

Security Officer

Kansas City, MO

April 2017 to July 2017

- Checked customer id's when entering casino floor.
- Assisted customers with directions and escorted patrons to their cars after wins.
- Patrolled parking lots for suspicious activity.
- Logged lost items in lost and found log.

LSI Staffing and Labor

General Laborer

Kansas City, KS

Aug 2016 to June 2017

- Assembled boxes for Hallmark Cards.
- Inserted greeting cards and novelties into shipping and display boxes.

EDUCATION

DeLaSalle Education Center

Diploma

Kansas City, MO

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 ROXANNE MUMFORD Date: 4-3-2018
Home Telephone (816) 386 4861 Other Telephone (816) 338 8195
Present Address 9306 BATES RD MO 64132
Permanent Address, if different from present address: _____
Email Address FoxyRox 1004@gmail.com

EMPLOYMENT DESIRED

Position applying for: CUSTOMER REP, EVENT PREP Salary desired: 10.2
Are you currently registered with any staffing and/or employment agencies? If so, please list YES
LSI STAFFING DSP
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 Wendy 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	<u>Any</u>	<u>flexible</u>	<u>Any</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: no

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? car 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.) NA

EDUCATION & SKILLS

NAME OF SCHOOL	CITY & STATE	GRADE OR DEGREE COMPLETED	DID YOU GRADUATE?
<u>DELOSPINE</u>	<u>IL/IN</u>		<u>YES</u>
Do you have any special licenses, certificates or special training? If so please list under "Special".		<u>YES</u>	<u>NO</u>
Are you computer literate? If so, list software knowledge under "Special." <u>Microsoft</u>		<u>YES</u>	<u>NO</u>
Are you proficient with Point of Sales Systems? If, so please list which ones under "Special."		<u>YES</u>	<u>NO</u>
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."		<u>YES</u>	<u>NO</u>
Special: <u>Packaging Supply Customer Service</u>			

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 X No

Name and Address of Employer CDS CARE MORE 100 W. 1st St. MO 64006 305 City Center
Type of Business CALL CENTER Telephone No. (417) 384-3390 Supervisor's Name Sharon Miller
Your Position and Duties Call Center 947

Dates of Employment: From 09/17 To 3/18 Weekly Pay: Starting 16.50 Ending 17.50

Reason for Leaving:

Name and Address of Employer AT&T 7700 W. Parkway 100 W. 1st St. MO 64006
Type of Business CALL CENTER Telephone No. (417) 251-2000 Supervisor's Name STEPHANIE
Your Position and Duties Call Center 947

Dates of Employment: From 7/01 To 3/2016 Weekly Pay: Starting 13.50 Ending 21.90

Reason for Leaving: Job Change

Name and Address of Employer Harmonie Arkansas CSI Center
Type of Business PRO-TECH Telephone No. (916) Supervisor's Name Spence

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: Vicki Munch Telephone No. (414) 829-7740

Address: Lebanon, Mo.

Occupation: Receptionist Relationship: Sister Number of Years Acquainted: 20+

Name: Wes Anderson Telephone No. (414) 241-2999

Address: 2010 W. Main St. Kansas City, Mo.

Occupation: Pastor Relationship: _____ Number of Years Acquainted: 20+

Name: Robert Bell Telephone No. (913) 974-7090

Address: 3407 Indiana Kansas City, Mo.

Occupation: Gen. Manager Relationship: Friend Number of Years Acquainted: 20+

Name: Roxanne McMillan

Housekeeping Test

Score 8/14

86.1%

1. During which of the following situation(s) should you wear gloves?
 - a) When handling disinfectant solutions
 - b) When cleaning guest rooms
 - c) When handling soiled linen
 - d) When handling or disposing of waste
 - e) All of the above
2. Which of the following should be cleaned daily?
 - a) Chairs, lamps, and tables
 - b) Tabletops, bed, and handrails
 - c) Grab bars, light, tops of doors and counters
 - d) Floors, sinks, toilets, and latrines
 - e) All of the above
3. True or False: You do not need to use a separate cloth for cleaning bathrooms.
4. True or False: Dusting is most commonly used for cleaning walls, ceiling, doors, windows and furniture.
5. Should the following be cleaned daily or weekly? Circle one.
 - a) Floors Daily/ Weekly
 - b) Toilets and latrines Daily/ Weekly
 - c) Carpets in guest rooms Daily/ Weekly
 - d) Carpets in offices Daily/ Weekly
 - e) Soiled linen Daily/ Weekly
6. The best way to clean the floors:
 - a) Scrubbing
 - b) Dry sweeping and dusting
 - c) Sweeping, mopping and dusting
 - d) Wet mopping
7. What should do if you spill liquids or see a liquid spill?
 - a) Leave it for someone else to clean- up
 - b) Wait until the end of your shift to clean it
 - c) Flag the spill and clean it up immediately
 - d) Not sure
8. The proper procedure for cleaning spills of blood and other body fluids is:
 - a) Wearing gloves, clean with cloth soaked in chlorine solution and follow up with disinfectant solution
 - b) Find the janitor on- duty and ask him to clean it up
 - c) Grab whatever is closest and wipe up immediately, then mark "Biohazard"
 - d) Nothing
9. What do you do if you encounter with bed bugs in a guest room?

TAKE EVERYTHING OFF THE ROOM / NOTIFY STAFF / RING OFF #1 / WASH HOT WATER
10. What do you do if you find Lost and Found items in a guest rooms?

TAKE TO OFFICE, CALL WAILE tell Attendant
11. Describe the difference between a disinfectant and a cleaning solution?

SPRAY FOR GERMS AIR

Cleaning products contain KILLS GERMS

PLEACH WITH GERMS
WASH HOT WATER
EVERYTHING
KILLS BUGS



Case Verification Number: 2018114155643ZK

Report prepared: 04/24/2018

Company Information

Company ID: 139349

Company Name: Acrobat Outsourcing

Client Company ID: 139349

Client Company Name: Acrobat Outsourcing

Employee Information

Name: roxanne mcmullen

Date of Birth: 04/26/1977

U.S. Social Security Number: ***-**-9742

Employee's First Day of Employment:
04/24/2018

Citizenship Status: U.S. Citizen

Document Information

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

Expiration Date: 04/26/2023

State: Missouri

List C Document: Social Security Card

Case Information

Current Case Result: Closed

Case Submitted By: Diana Zamora

Reason for Closure: Employment Authorized
Auto Close