

**Jose Ismael Hernandez**  
767 E. 52<sup>nd</sup> Street, Los Angeles, CA 90011  
562-650-4689 [joely781988@gmail.com](mailto:joely781988@gmail.com)

## OBJECTIVE

Objective is to obtain a position in the Hospitality Industry utilizing my strong people skills to better assist customers and exceed their overall expectations.

## SKILLS

- Knowledgeable regarding the standards of hygiene and sanitation
- Excellent prior customer service experience
- Exceptional communication, interpersonal, and organizational skills
- Works well with people of diverse backgrounds
- Detailed oriented, meticulous in completely assignments in a timely fashion
- Fluent in English and Spanish

## EDUCATION

**UEI College** Huntington Park, CA  
*Medical Assistant Certificate* February 2009 – February 2010

- Certificate of Completion: First Aid, CPR, HIPAA, and Venipuncture's

## EXPERIENCE

**Clinica Medical del Socorro** Los Angeles  
*Lab Assistant* November 2010 – December 2010

- Collected blood and tissue samples from patients; administered injections to both adults and children
- Scheduled appointments

**Healthcare Partners Los Angeles, CA** June 2010 – October 2010  
*Medical Assistant*

- Recorded patient's medical history, vital statistics and information in their medical records
- Authorized drug refills and provided prescription information to pharmacies
- Cleaned and sterilized instruments and disposed of contaminated supplies
- Explained treatment procedures, medications, diets, and physician's instructions to patients

- Received payments by cash, check, vouchers and credit/debits cards
- Greeted customers, answered questions, and resolved customer complaints
- Established and identified prices of goods, services or admission, and tabulated bills using calculators, cash registers, or optical price scanners



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

100

1390

B 3) A roll of nickels is worth?

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

A 4) A roll of pennies is worth?

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

+

B 5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- c) Point of sales
- d) People over service

C 6) What is the current sales tax rate in your city 6.75%?

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

X 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

**X** 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 and over

14) What are the acceptable forms of ID for alcohol purchases? California, Driver license, Passport

15) How many \$20 bills are in a bank band? 100 - 200 50 - 100