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## **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  
*Medical Assistant*

June 2010 – October 2010

- 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

**Blockbuster Video** Maui, HI  
*Cashier*

January 2009 – June 2009

- 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



**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
- 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
- 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
- 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

**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

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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