

JYLISA STOCKLEY
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EDUCATION

High School Diploma
Proviso West High School, Hillside, IL

Graduate 2011

SKILLS

- Exceptional customer service skills
- Highly dependable, energetic and self-motivated
- Dedicated hard worker
- Good communication and listening skills
- Team player and able to work independently
- Multi-tasking abilities and goal oriented

EXPERIENCE

Sales Associate

Ross Dress for Less

September 2015- August 2017

- Handled money professionally & accurately as a cashier
- Stocked shelves in an neat & orderly fashion
- Kept store presentable
- Managed the fitting room & provided assistance to customers
- Organized and unpacked inventory

Cafeteria Associate

Helping Hands Center

August 2014- July 2016

- Stocked shelves in an neat & orderly fashion
- Took orders as a server and worker competently as a cashier
- Maintained cafeteria inventory
- Handled money professionally & accurately as a cashier
- Kept cafeteria presentable
- Followed standard workflow policies and procedures
- Reported customer complaints and provide feedback to upper management for customer service improvements
- Maintained cleanliness in work stations & eating areas according to company guidelines.

VOLUNTEER EXPERIENCE

Summer Service Worker

Hillside Neighborhood Outreach

June 2007- July 2009

- Worked as a community outreach worker to improve the condition of local neighborhoods.
- Painted curbs & cleaned up garbage from the streets and parks.

REFERENCES

Available Upon Request

Dishwasher Test

C 1) After washing your hands, which item should be used to dry them?
a) Clean apron
b) Sanitized wiping cloth
 c) Single use paper towel
d) Common used cloth

C 2) While washing dishes by hand, which item should you wear?
a) Cutting glove
b) Oven Mitt
 c) Rubber glove
d) Nothing

D 3) When should you wash your hands?
a) Before you start work
b) After handling non-food items (garbage, money, cleaning chemicals)
c) After using the restroom
 d) All of the above

B 4) If you need to move a heavy load, you should PULL and not PUSH the object.
a) True
 b) False

E 5) Which of the following could you be at risk for getting burned from?
a) Steam from boiling pots
b) Hot liquids (coffee, soup, tea)
c) Hot equipment (ovens, pots, chafing dishes)
d) Harsh chemicals
 e) All of the above

A 6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.
a) True
 b) False

C 7) What should you 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 immediately
d) Not sure

C 8) When handling hot items you should?
a) Wear rubber gloves
b) No need to wear anything
 c) Use an oven mitt or dry cloth towel
d) Nothing

B 9) If you are using a three-compartment sink for cleaning and sanitizing, the second sink is used for?
a) Rinsing
 b) Scraping
c) Washing
d) Sanitizing

B 10) What is the proper method for cleaning and sanitizing stationary equipment?
a) Spray with a strong cleaning solution and wipe with a sanitized cloth
 b) Spray with a sanitizing solution, then rinse with clean water and dry
c) Wash and rinse, then wipe or spray with a chemical-sanitizing solution
d) Brush off loose soil with a clean cloth, then wipe with a sanitizing solution