

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, chaffing 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