



Name: OLIVIA MILLER

Taborca ID: 46689

Date of Hire: 5/17/2018

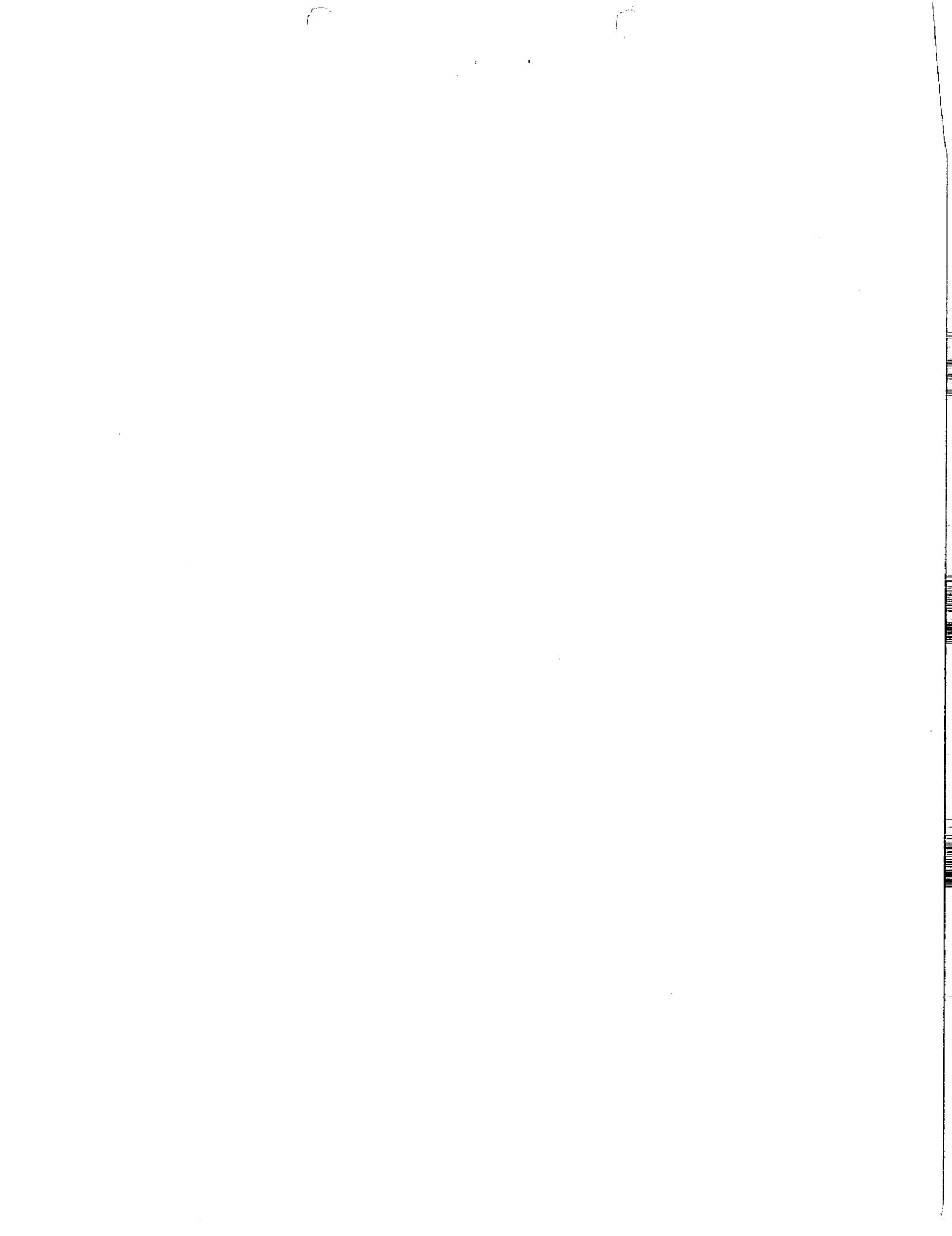
Date of Re-Act: / /

New employee set up

- E-Verify
- Hire Right EE
- Hire Right Internal (upload any list A docs)
- Direct Deposit (Scan to Payroll) and/or Global Cash Card – complete the form & have EE sign
- Notice to Employee Completed
- Added to Orientation Time Sheet
- Attended New Hire Orientation
- Background Check (Asurint)
- New Hire List (All fields)
- Check Taborca Profile (All fields)
- Upload Resume and Skills Tests (one doc)
- Upload Food Handler's Card

Re Act employee set up (See Re Act Process for more detail)

- File and I9 pulled (new one created/done in Hire Right if old ones are gone)
- Re Act onboarding if initially hired before 1/1/16
- Check W4
- Check all demographic info and availability
- Check for skills tests, app, FHC, and resume (get new app, new resume if hired more than 1 year ago)
- Complete Notice to Employee with updated pay if necessary
- Verify pay option and take steps to Re Act any old pay options still current
- Run new BGC if more than 1 year since last shift worked
- New orientation/place on time sheet if it's been over a year since last shift
- New Hire List (all fields)
- Delete employee from the INA/TER spreadsheet if they are on it



NOTICE TO EMPLOYEE

Labor Code section 2810.5

EMPLOYEE

Employee Name: OLIVIA MILLER

Start Date: 5-17-2018

EMPLOYER

Legal Name of Hiring Employer: S.E Scher

Is hiring employer a staffing agency/business (e.g., Temporary Services Agency; Employee Leasing Company; or Professional Employer Organization [PEO])? Yes No

Other Names Hiring Employer is "doing business as" (if applicable):

Acrobat Outsourcing

Physical Address of Hiring Employer's Main Office:

665 Third St. Suite 415, San Francisco, CA. 94107

Hiring Employer's Mailing Address (if different than above):

Hiring Employer's Telephone Number: 415-431-8826

If the hiring employer is a staffing agency/business (above box checked "Yes"), the following is the other entity for whom this employee will perform work:

Name: _____

Physical Address of Main Office: _____

Mailing Address: _____

Telephone Number: _____

WAGE INFORMATION

Rate(s) of Pay: _____ Overtime Rate(s) of Pay: _____

Rate by (check box): Hour Shift Day Week Salary Piece rate Commission

Other (provide specifics): _____

Does a written agreement exist providing the rate(s) of pay? (check box) Yes No

If yes, are all rate(s) of pay and bases thereof contained in that written agreement? Yes No

Allowances, if any, claimed as part of minimum wage (including meal or lodging allowances): _____

(If the employee has signed the acknowledgment of receipt below, it does not constitute a "voluntary written agreement" as required under the law between the employer and employee in order to credit any meals or lodging against the minimum wage. Any such voluntary written agreement must be evidenced by a separate document.)

Regular Payday: FRIDAY

WORKERS' COMPENSATIONInsurance Carrier's Name: Integro USA Inc. dba Integro Insurance BrokersAddress: 1 State Street Plaza, 9th floor, New York, NY, 10004Telephone Number: 212-295-5440Policy No.: LDC4042609 AOS Self-Insured (Labor Code 3700) and Certificate Number for Consent to Self-Insure: _____**PAID SICK LEAVE**

Unless exempt, the employee identified on this notice is entitled to minimum requirements for paid sick leave under state law which provides that an employee:

- a. May accrue paid sick leave and may request and use up to 3 days or 24 hours of accrued paid sick leave per year;
- b. May not be terminated or retaliated against for using or requesting the use of accrued paid sick leave; and
- c. Has the right to file a complaint against an employer who retaliates or discriminates against an employee for
 1. requesting or using accrued sick days;
 2. attempting to exercise the right to use accrued paid sick days;
 3. filing a complaint or alleging a violation of Article 1.5 section 245 et seq. of the California Labor Code;
 4. cooperating in an investigation or prosecution of an alleged violation of this Article or opposing any policy or practice or act that is prohibited by Article 1.5 section 245 et seq. of the California Labor Code.

The following applies to the employee identified on this notice: (Check one box)

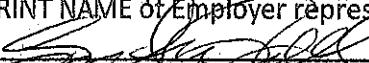
- 1. Accrues paid sick leave only pursuant to the minimum requirements stated in Labor Code §245 et seq. with no other employer policy providing additional or different terms for accrual and use of paid sick leave.
- 2. Accrues paid sick leave pursuant to the employer's policy which satisfies or exceeds the accrual, carryover, and use requirements of Labor Code §246.
- 3. Employer provides no less than 24 hours (or 3 days) of paid sick leave at the beginning of each 12-month period.
- 4. The employee is exempt from paid sick leave protection by Labor Code §245.5. (State exemption and specific subsection for exemption): _____

ACKNOWLEDGEMENT OF RECEIPT

(Optional)

Sonny Rendall

(PRINT NAME of Employer representative)

5-17-2018

(Date)

Olivia Miller

(PRINT NAME of Employee)

5/17/18

(Date)

The employee's signature on this notice merely constitutes acknowledgement of receipt.

Labor Code section 2810.5(b) requires that the employer notify you in writing of any changes to the information set forth in this Notice within seven calendar days after the time of the changes, unless one of the following applies: (a) All changes are reflected on a timely wage statement furnished in accordance with Labor Code section 226; (b) Notice of all changes is provided in another writing required by law within seven days of the changes.

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Your Hospitality Staffing Professionals

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 Olivia Miller Date: 5/17/18
 Home Telephone (858) 335 5439 Other Telephone ()
 Present Address 1301 Mills St. Apt 1 Menlo Park CA 94025
 Permanent Address, if different from present address:
 Email Address olivemills24@gmail.com

EMPLOYMENT DESIRED

Position applying for: Full Time Palo Alto Salary desired: \$20/hr

Are you currently registered with any staffing and/or employment agencies? If so, please list

A+ Staffing, Elevate Staffing

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 _____ 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? 5/29 (Tuesday)

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	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
DAILY							
AM	<input checked="" type="checkbox"/>	<u>all day</u>	<input checked="" type="checkbox"/>				
PM	<input checked="" type="checkbox"/>						

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? 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

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.) _____

Pursuant to any and all Fair Chance Ordinances, we will consider for employment qualified applicants with arrest and conviction records.

EDUCATION & SKILLS

NAME OF SCHOOL	CITY & STATE	GRADE OR DEGREE COMPLETED	DID YOU GRADUATE?
UC Santa Cruz	Santa Cruz, CA	BA - Economics	Yes
Do you have any special licenses, certificates or special training? If so please list under "Special".		YES	NO
Are you computer literate? If so, list software knowledge under "Special."		YES	NO
Are you proficient with Point of Sales Systems? If so please list which ones under "Special."		YES	NO
Do you have any other experience, training, qualifications or special skills, which you feel make you especially suited for work at Acrobat		YES	NO

Outsourcing? If so, please list under "Special."
Special: Server training, food handler, Microsoft Word, Excel, PowerPoint, Outlook, CRM: Xtuple, Salesforce; POS: Maitre'D, Shopkeep, management skills

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 No

Name and Address of Employer Eaze Solutions - PO 26416 SF CA 94126

Type of Business Sales(Tech) Telephone No. (510) 325-2225 Supervisor's Name Connor
Your Position and Duties Brand Ambassador, customer acquisition

Dates of Employment: From 1/1/18 To present

Reason for Leaving: part-time (10 hrs/wk) current

Name and Address of Employer Nordstrom Palo Alto

Type of Business Retail Telephone No. () Supervisor's Name

Your Position and Duties sales associate, personal stylist

Dates of Employment: From _____ To _____

Reason for Leaving: _____

Name and Address of Employer Vitalah LLC

Type of Business Sales (Natural Products) Supervisor's Name D. B. B.

Type of Business Small Telephone No. () Supervisor's Name Barry
Your Position and Duties Inside Sales manager +
Lead Educator

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Your Hospitality Staffing Professionals

Dates of Employment: From _____ To _____

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 _____

Reason for Leaving: _____

Have you ever been fired from any previous place of employment? If so, please explain: no

MILITARY SERVICE

Have you obtained any special skills or abilities as the result of service in the military? Yes No X
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: Connor Smith Telephone No. (510) 325-2226

Address Eaze

Occupation: Manager Relationship: Manager Number of Years Acquainted: 5

Name: Amy Fci Telephone No. (337) 254-2808

Address _____

Occupation: Nordstrom Relationship: Manager Number of Years Acquainted: 2

Name: Ruby Roberts Telephone No. (831) 588-6441

Address _____

Occupation: Op. Manager Relationship: Manager Number of Years Acquainted: 6
Vitalah

Please Read Carefully, Initial Each Paragraph and Sign Below

GM I hereby certify that I have not knowingly withheld any information that might adversely affect my chances for employment and that the answers given by me are true and correct to the best of my knowledge. I further certify that I, the undersigned applicant, have personally completed this application. I understand that any omission or misstatement of material facts on this application or on any document used to secure employment shall be grounds for rejection of this application or for immediate discharge if I am employed, regardless of the time elapsed before discovery.

GM I hereby authorize Acrobat Outsourcing to thoroughly investigate my references, work record, education and other matters related to my suitability for employment and, further, authorize the references I have listed to disclose to the company any and all letters, reports and other information related to my work records, without giving me prior notice of such disclosure. In addition, I hereby release the company, my former employers and all other persons, corporations, partnerships and associations from any and all claims, demands or liabilities arising out of or in any way related to such investigation or disclosure.

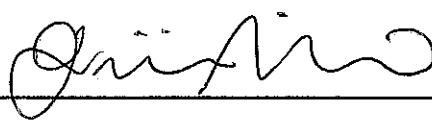
GM I hereby authorize Acrobat Outsourcing and its authorized representatives to solicit information regarding my background, which may include but not be limited to, information about my employment, education, and/or criminal history, which may be in the files of any federal, state, or local criminal justice and law enforcement agency and general public records history.

GM I understand that if selected for hire, it will be necessary for me to provide satisfactory evidence of my identity and legal authority to work in the United States, and that federal immigration laws require me to complete an I-9 form in this regard within three days of my hire date.

GM Acrobat Outsourcing is an at-will employer. I understand that nothing contained in the application, or conveyed during any interview, which may be granted or during my employment, if hired, is intended to create an employment contract between me and the company. In addition, I understand and agree that if I am employed, my employment is for no definite or determinable period and may be terminated at any time, with or without prior notice, with or without cause, at the option of either myself or the company, and that no promises or representations contrary to the foregoing are binding on the company unless made in writing and signed by me and the company's designated representative.

I hereby acknowledge that I have read and understand the above statements.

Applicant's Signature



Date

6/17/18

Interview Note Sheet

Applicant Information

Name: <u>OLIVIA MILLER</u>	Interviewer: <u>Sunny Kendall</u>
Date: <u>5-17-2018</u>	Rate of Pay: <u>\$15 cash/con serv - \$16.00</u>
Position (s) Applied for: <u>FOH / SERVER + CASHIER</u>	Referred by: <u>CRAIGSLIST</u>

Job History					
Server	27/35	77 %	Bartender	/30	%
Prep Cook	/15	%	Barista	/10	%
Grill Cook	/40	%	Cashier	12/15	%
Dishwasher	/10	%	Housekeeping	/16	%

Experience	
Full-Time	
Part-Time	

Review of Experience & Summary of Strengths

Knife Skills

Total of _____ in Food Service

NORDSTROMS 1 yr
STYLIST + SALES

Cuisines

1 VITALAH 1.5 yrs
2 SALES

Hula's Grill 2 yrs

Stations:

1 MANAGER
2
3

P.O.S. Experience: Y / N details: _____

Transportation

Car

Public Transit

Carpool (Rider / Driver)

Regions Available to Work

SF City

SF North

SF Peninsula

East Bay

Outer East Bay

San Jose

South San Jose

SJ Peninsula

Certifications (if any)

TIPS

Serv-Safe

LEAD

Other _____

Will Submit

Availability

Open

AM only

PM only

Weekdays only

Weekends only

Details:

Uniforms Owned

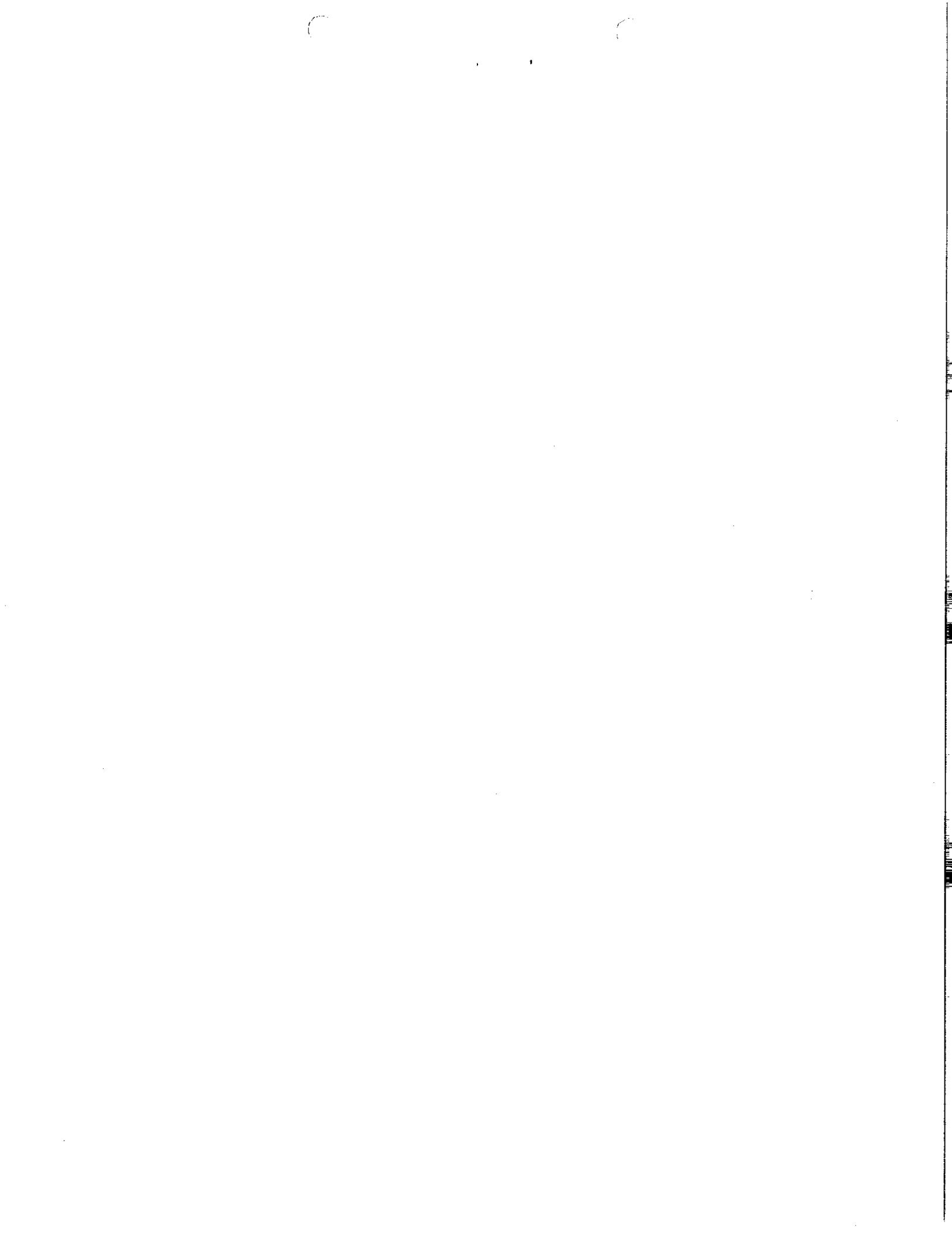
Bistro Black Bistro Tuxedo 1/2 Tuxedo Black Vest Long Black Tie

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:





Your Hospitality Staffing Professionals

Attendance Policy

The cost of absenteeism and lateness is difficult to estimate, no one can calculate the cost of the burden this puts on others who have to do the absent person's work. Most people will be late or sick at one time or another. But when short-term absences become more frequent, they might signal personal, medical, or job-related problems.

It is your responsibility to notify your supervisor at least 24 hours prior to your shift of any anticipated tardiness or absence. All tardiness or absences should be reported to the Emergency Line at 800.236.2276 x2207. You should provide the general reason for your absence, and understand that excessive absences and lateness will lead to disciplinary action.

Below is a breakdown of how infractions will be measured. Any employee who accumulates more than three points in a 90-day period can result in termination of employment.

Tardy – Anybody not signed/ clocked-in by their start time. 1 Point

Call Off – Needing to be taken off a shift after schedules are sent out. It is your responsibility to request any desired time off in advance. 1 Point

LM Call-Out – Failing to provide Acrobat with 24-hour notice before missing a shift. 1 Points

No Call No Show – Failing to provide Acrobat with any notice before missing a shift. 3 Points

Name: OLIVIA MILLER Date: 5-17-2018

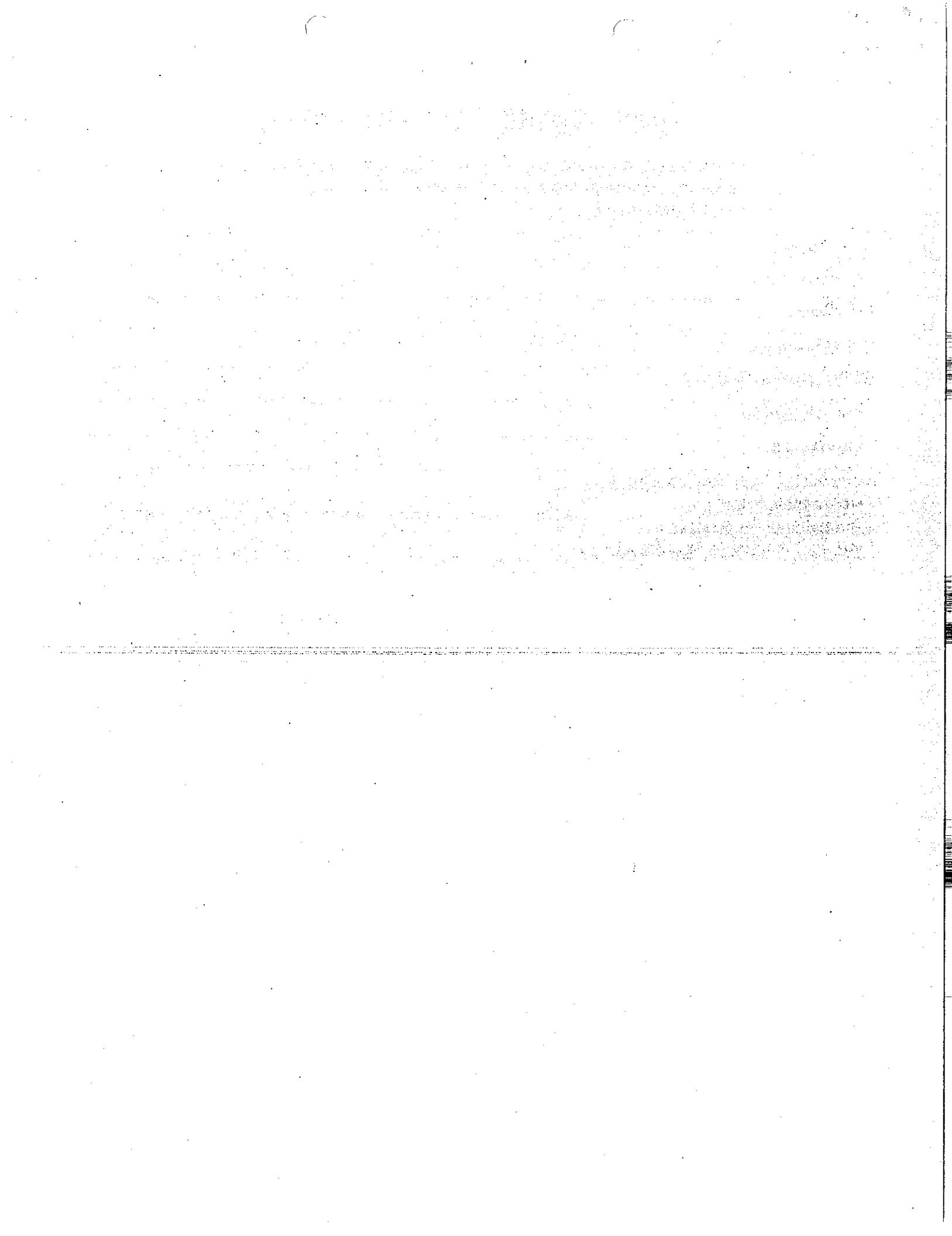
Signature:



New Contractor Information

For all new contractors, please complete the following information. If you have any questions please reach out to Onboarding team at onboardingtemps@mz.com.

First Name:	OLIVIA
Last Name:	MILLER
Start Date:	
Work Location:	
MZ Project Manager:	
Contact Phone:	858 335 5439
Contact Email:	olive.mills.24@gmail.com
Name of staffing or consulting firm contracted through:	Acrobat Outsourcing
Assignment Duration (ex: 1 month, 3 months, 6+ months, etc.):	





Harassment-Free Workplace Policy

Unlawful Harassment

The Company strives to provide all employees with an environment free of sexual or other unlawful harassment. Harassment against individuals on the basis of pregnancy, childbirth or related medical conditions, race, religious creed, color, gender (including gender identity and gender expression), national origin or ancestry, physical or mental disability, medical condition, genetic information, marital status, registered domestic partner status, age, sexual orientation or any other classification protected by applicable local, state or federal employment discrimination laws is illegal and a violation of Company policy. Unlawful harassment of any type will not be tolerated at Machine Zone. The Company's anti-harassment policy applies to all persons involved in the operation of the Company and prohibits unlawful harassment by any employee of the Company, including Leaders and employees, as well as any clients, vendors, customers, independent contractors or any other person having contact with Company employees. It also prohibits unlawful harassment based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics.

Definition of Harassment: Prohibited unlawful harassment includes any conduct that has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment based on that individual's membership in a protected class. Prohibited unlawful harassment includes, but is not limited to, the following behavior:

- Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitation, or comments;
- Visual displays, which are not an art asset for Machine Zone's games and products, such as derogatory and/or sexually-oriented posters, photography, cartoons, drawings, or gestures;
- Physical conduct including assault, unwanted touching, intentionally blocking normal movement or interfering with work because of sex, race, or any other protected basis;
- Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss, and offers of employment benefits in return for sexual favors;
- Retaliation for reporting or threatening to report harassment;
- Rude or aggressive managerial conduct directed at one sex more frequently than the other; and,
- Extensive sexual favoritism or favoring employees who engage in sexual conduct with a Leader.
- Communication via electronic media of any type that includes any harassing conduct that is prohibited by state and/or federal law, or by company policy.

In particular, sexual harassment is defined as any unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature which (1) has been made either explicitly or implicitly a term or condition of an individual's employment (or other contract relationship), (2) is used as a basis for employment (or other contract) decisions such as promotions and benefits affecting such individual, or (3) substantially interferes with an individual's work (or contract) performance or creates an intimidating, hostile, or offensive working environment.

In addition, conduct based on any of the categories listed above, or any other characteristic protected by law, is not appropriate for the workplace and is prohibited, regardless of whether an individual makes a claim of harassment.

Machine Zone will take disciplinary action up to and including the immediate termination of any employee who violates this policy. If you feel that you have been harassed, or that you have witnessed harassment, you should immediately report such conduct either verbally or in writing to your leader, Human Resources or any other management-level employee with whom you feel comfortable. It would be best to communicate your complaint in writing, but this is not mandatory. Your complaint should include details of the incident or incidents, names of individuals involved, and names of any witnesses. All complaints of harassment will be investigated by Human Resources. The Company will promptly undertake a thorough and objective investigation of the harassment allegations.

If the Company determines that unlawful harassment has occurred, effective remedial action will be taken in accordance with the circumstances involved. Any employee determined by the Company to be responsible for unlawful harassment will be subject to appropriate disciplinary action, up to, and including termination. The Company will not retaliate against you for filing a complaint or participating as a witness in an investigation and will not tolerate or permit retaliation by management, employees, or co-workers.

The Company encourages all employees to report any incidents of harassment immediately so that complaints can be quickly and fairly resolved. You should also be aware that the Federal Equal Employment Opportunity Commission and the California Department of Fair Employment and Housing investigate and process complaints of prohibited harassment in employment. If you think you have been harassed or you have been retaliated against for resisting or complaining, you may also file a complaint with the appropriate agency. Please check your telephone book for the nearest agency.

Please contact Human Resources if you have any questions about this policy or the subject of sexual or other harassment.

Receipt acknowledgement

I have been given a copy of the Machine Zone Harassment and Discrimination Policy. It is my responsibility to read and understand the matters set forth in this Policy. The Policy states Machine Zone's zero-tolerance stance regarding harassment and discrimination, and I agree to abide by, and be accountable to this Policy.

I understand and acknowledge that the company has the right, without prior notice, to modify, amend or terminate this Policy within the limits and requirements imposed by law. Furthermore, I will rely on any promises, statements or representations to the contrary only if they are in writing and signed by an authorized member of the company's executive management.

Signature: Olivia Miller

Print name: Olivia Miller

Date: 5/17/18

CONFIDENTIALITY AND ARBITRATION AGREEMENT

Machine Zone, Inc. ("Machine Zone" or the "Company") and Olivia Miller, an individual ("Contractor") hereby make the following agreement regarding the treatment of confidential information and the resolution of disputes with Machine Zone. Machine Zone and Contractor recognize that differences may arise between Machine Zone and Contractor during or following Contractor's provision of services to the Company. In consideration of the mutual promises herein, and in consideration of Contractor's continued opportunity to provide services to Machine Zone, the parties agree to the following Confidentiality and Arbitration Agreement (the "Agreement"). Other than as expressly provided in the parties' agreement to arbitrate disputes as expressed below, the Agreement does not alter or amend any prior agreements between Machine Zone and Contractor. Further, the Agreement does not alter or amend any agreements between Contractor and third parties, nor does it amend or alter any agreements between Machine Zone and third parties. "Services" shall refer to any work or service performed by Contractor on behalf of or for the benefit of Machine Zone, whether on Machine Zone's premises or elsewhere.

1. Confidential Information

1.1 Definition. Contractor acknowledges that it will have access to information that is treated as confidential and proprietary by Machine Zone, including without limitation, trade secrets, technology, and information relating to Machine Zone's business operations and strategies, customers, pricing, marketing, finances, sourcing, personnel, its affiliates or suppliers, in each case whether spoken, printed, electronic or in any other form or medium (collectively, "Confidential Information"). Any Confidential Information that Contractor develops in connection with the Services shall be subject to the terms and conditions of this Section and any applicable Non-Disclosure Agreement ("NDA") executed by the Parties.

Contractor agrees to (a) hold the Confidential Information in confidence, (b) not disclose the Confidential Information to any third party, and (c) not use any Confidential Information for any purpose except for the purpose of performing the Services. Contractor agrees to treat all of the Confidential Information with at least the same degree of care that it uses to protect its own confidential and proprietary information, but no less than a reasonable degree of care under the circumstances. Contractor may disclose the Confidential Information to Contractor's personnel with a bona fide need to know it in order to perform the Services, but only to Contractor's personnel who have signed a nondisclosure agreement at least as protective of Machine Zone's rights as those terms and conditions applicable to Contractor under this Agreement; provided that it is understood that, barring a separate written agreement, access to Machine Zone's Confidential Information will not restrict Contractor's assignment of any employees or contractors or restrict in any way Machine Zone's business plans. Contractor will not make any copies of the Confidential Information except as necessary for Contractor's personnel with a need to know as described in this Agreement. Any copies which are made will be identified as belonging to Machine Zone and marked "confidential" or with a similar legend.

1.2 Exclusions. Confidential Information shall not include information that:

- (a) is now, or hereafter becomes, through no act or failure to act on the part of Contractor, generally known or available to the public;

- (b) is rightfully acquired by Contractor before receiving the information from Machine Zone and without restriction as to use or disclosure;
- (c) is hereafter rightfully furnished to Contractor by a third party, without restriction as to use or disclosure;
- (d) is independently developed by Contractor without reference to Machine Zone's Confidential Information; or
- (e) is generally made available to third parties by Machine Zone without restriction on disclosure.

A disclosure by Contractor in response to either a valid order by a court or other governmental body, or as otherwise required by law, will not be considered to be a breach of this Agreement; provided that Contractor provides Machine Zone with a prompt prior written notice of the intended disclosure sufficient to enable Machine Zone to seek a protective order or otherwise prevent such disclosure, and provided further that Contractor provides all cooperation to Machine Zone at Machine Zone's request and expense to prevent such disclosure. Contractor acknowledges receipt of the following notice required pursuant to 18 U.S.C § 1833(b)(1): "An individual shall not be held criminally or civilly liable under any Federal or State trade secret law for the disclosure of a trade secret that (A) is made (i) in confidence to a Federal, State, or local government official, either directly or indirectly, or to an attorney; and (ii) solely for the purpose of reporting or investigating a suspected violation of law; or (B) is made in a complaint or other document filed in a lawsuit or other proceeding, if such filing is made under seal."

2. Arbitration and Class Action Waiver. Contractor and Machine Zone hereby agree to submit to mandatory binding arbitration any dispute, claim or controversy between them, including disputes claims or controversy's arising out of, relating to or connected with this Agreement or the Services provided to or on behalf of Machine Zone, including, but by no means limited to, claims of breach of contract (express or implied), breach of the covenant of good faith and fair dealing, fraud, tort claims of any kind, claims based upon any federal, state or local ordinance, statute or regulation, and claims for compensation of any kind (the "Arbitrable Claims"). Arbitration shall be final and binding upon the parties. Arbitration shall be the exclusive method by which to resolve all Arbitrable Claims, in accordance with the arbitration provisions set forth in California Code of Civil Procedure Sections 1280 through 1294.2, and pursuant to California law. Further, to the fullest extent permitted by law, the parties agree that no class or representative actions can be asserted in arbitration or otherwise. All claims, whether in arbitration or otherwise, must be brought solely in Contractor's or the Company's individual capacity, and not as a plaintiff or class member in any purported class or collective proceeding.
THE PARTIES HEREBY WAIVE ANY RIGHTS THEY MAY HAVE TO TRIAL BY JURY IN REGARD TO ARBITRABLE CLAIMS. THE PARTIES FURTHER WAIVE ANY RIGHTS THEY MAY HAVE TO PURSUE OR PARTICIPATE IN A CLASS OR COLLECTIVE ACTION PERTAINING TO ANY CLAIMS BETWEEN CONTRACTOR AND THE COMPANY. The parties agree that a neutral arbitrator from the Judicial Arbitration and Mediation Services, Inc. ("JAMS") will administer any such arbitration(s) in accordance with applicable JAMS arbitration rules, which are

available at <http://www.jamsadr.com/rules-comprehensive-arbitration/>. All arbitration hearings shall be conducted in Santa Clara County, California. The arbitrator shall issue a written decision with the essential findings and conclusions on which the decision is based. If, for any reason, any part or portion of this arbitration clause is held to be invalid or unenforceable, all other valid parts and portions shall be severable in nature, and remain fully enforceable.

IN WITNESS WHEREOF, the parties have signed this Agreement as of the Effective Date.

MACHINE ZONE, INC.

By: _____
Victoria Valenzuela
General Counsel

2225 E. Bayshore Drive, Suite 200

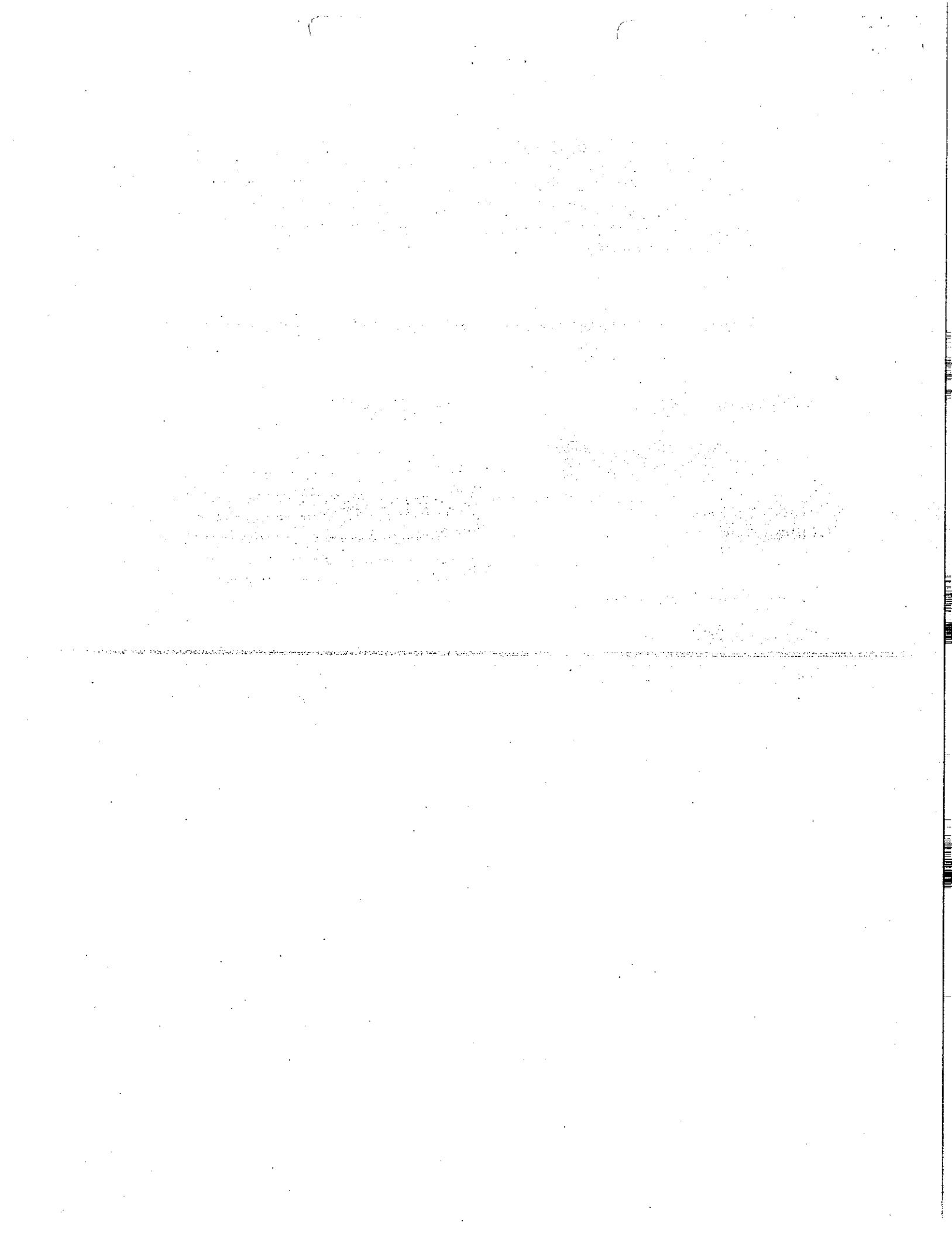
Palo Alto, CA 94303

Date: _____

CONTRACTOR

By: _____
Name: _____
Title: _____
Federal Tax I.D. Number: _____
Address: _____

Date: _____





1000 Fairchild Drive, Suite 300 | Palo Alto, CA | 94303-1000

Hello,

As part of the Palantir Team, we would like you to have many of the same conveniences as our full time employees. This includes having access to our buildings, and technology and electronic communications systems.

In order to streamline your access we will need you to sign the following attached documents:

- Personal Information and Emergency Contact Form
- Non-Disclosure Agreement
- PIIA (Proprietary Information and Inventions Agreement) Form
- Electronic Communication and Devices Privacy Policy
- Visitor Liability Release
- We will also need a copy of your driver's license and social security card to confirm work authorization

Due to the sensitive nature of our work, we request that you follow certain guidelines while you are in the work space. Although we all enjoy a good bit of fun, maintaining a certain level of professionalism is expected. Please be discreet about things you may see or hear in and around the office. You will be trusted with access to our networks and electronic resources and we expect that you will use them appropriately.

If you have any questions, please contact People Operations at paperwork@palantir.com.

Sincerely,

People Operations

Palantir

For your safety and well-being, we are collecting your personal contact information. This information will be used to provide notification to your personal contacts ONLY in the event of an emergency.

Thank you!

Contracting Agency Info

Name of Company/Employer	Acrobat Outsourcing
Name of Contact at Agency	Sonny Pendall
Sponsor/Palantir Contact	Gustavo Orozco

Personal Contact Information

Your Name	Olivia Miller
Phone	858-335-5439
Phone - SMS capable? Y/N	Yes
Your Email Address	olivemills24@gmail.com
Street Address	1301 Mills St. Apt #1
City	Menlo Park
State/Province	CA
Zip/Postal Code	94025
Country	USA

Emergency Contact Information

Emergency Contact Name	Marty Dreher
Phone	650-862-5275
Phone - SMS capable? Y/N	Yes
Email Address	martyk.dreher@gmail.com
Street Address	1301 Mills St. Apt #1
City	Menlo Park
State/Province	CA
Zip/Postal Code	94025
Country	USA



Non-Disclosure of Trade Secrets

In consideration of my being engaged as a contractor by Palantir Technologies, I the undersigned hereby agree and acknowledge the following:

1. That during my contracting engagement there may be disclosed to me certain trade secrets consisting of:
 - a) Technical information: methods, processes, formulae, compositions, systems, techniques, inventions, machines, computer programs and research projects.
 - b) Business information: customer lists, pricing data, sources of supply, and marketing, production, or merchandising systems or plans.
2. I agree that during and after the termination of my contracting engagement, I shall not use for myself or others, or disclose or divulge to others any trade secrets, confidential information, or any other data of the Company in violation of this agreement.
3. Upon terminating my contracting engagement with the Company:
 - a) I shall return to the Company all documents and property pertaining to the Company, including but not limited to: drawings, blueprints, records, reports, manuals, correspondence, customer lists, computer programs, inventions, and all other materials and all copies thereof relating in any way to the Company's business and in any way obtained by me during my contracting engagement I further agree that I shall not retain any copies or reproductions of the foregoing.
 - b) The Company may notify any future or prospective employer of this agreement.
 - c) This agreement shall be binding upon me and my personal representatives and successors in interest, and shall inure to the benefit of the Company, its successors and assigns.
 - d) The enforceability of any one provision to this agreement shall not impair or affect any other terms of this agreement.
 - e) In the event of any breach of this agreement, the Company shall have full rights to injunctive relief, in addition to any other existing rights, without requirement of posting bond, if permitted by law.

Olivia Miller
Contractor Name (printed)

A handwritten signature of Olivia Miller, appearing to be in cursive script.

Contractor Signature

6/5/18
Date

Palantir Security Officer

Date

PROPRIETARY INFORMATION AND INVENTIONS AGREEMENT

The following confirms and memorializes an agreement (this "Agreement") that Palantir Technologies Inc., a Delaware corporation (the "Company"), and Olivia Miller have had since the commencement of my contracting engagement with the Company in any capacity (the "Effective Date") and that is and has been a material part of the consideration for my contracting engagement by Company:

1. I have not entered into, and I agree I will not enter into, any agreement either written or oral in conflict with this Agreement or my contracting engagement with Company. I will not violate any agreement with or rights of any third party or, except as expressly authorized by Company in writing hereafter, use or disclose my own or any third party's confidential information or intellectual property when acting within the scope of my contracting engagement or otherwise on behalf of Company. Further, I have not retained anything containing any confidential information of a prior employer or other third party, whether or not created by me.

2. Company shall own all right, title and interest (including patent rights, copyrights, trade secret rights, mask work rights, *sui generis* database rights and all other intellectual and industrial property rights of any sort throughout the world) relating to any and all inventions (whether or not patentable), works of authorship, mask works, designs, know-how, ideas and information made or conceived or reduced to practice, in whole or in part, by me during the term of my contracting engagement with Company, to the fullest extent allowed by applicable law (collectively "Inventions"). I will promptly disclose all Inventions to Company and, to the extent allowed by applicable law, I will also disclose anything I believe is excluded so the Company can make an independent assessment. I hereby make all assignments necessary to accomplish the foregoing. I shall further assist Company, at Company's expense, to further evidence, record and perfect such assignments, and to perfect, obtain, maintain, enforce, and defend any rights specified to be so owned or assigned. I hereby irrevocably designate and appoint Company as my agent and attorney-in-fact, coupled with an interest and with full power of substitution, to act for and in my behalf to execute and file any document and to do all other lawfully permitted acts to further the purposes of the foregoing with the same legal force and effect as if executed by me. If I wish to clarify that something created by me prior to my contracting engagement that relates to Company's actual or proposed business is not within the scope of the foregoing assignment, I have listed it on Appendix A in a manner that does not violate any third party rights. Without limiting Section 1 or Company's other rights and remedies, if, when acting within the scope of my contracting engagement or otherwise on behalf of Company, I use or (except pursuant to this Section 2) disclose my own or any third party's confidential information or intellectual property (or if any Invention cannot be fully made, used, reproduced, distributed and otherwise exploited without using or

violating the foregoing), Company will have and I hereby grant Company a perpetual, irrevocable, worldwide royalty-free, non-exclusive, sublicensable right and license to exploit and exercise all such confidential information and intellectual property rights.

3. To the extent allowed by law, paragraph 2 includes all rights of paternity, integrity, disclosure and withdrawal and any other rights that may be known as or referred to as "moral rights," "artist's rights," "droit moral," or the like (collectively "Moral Rights"). To the extent I retain any such Moral Rights under applicable law, I hereby ratify and consent to any action that may be taken with respect to such Moral Rights by or authorized by Company and agree not to assert any Moral Rights with respect thereto. I will confirm any such ratifications, consents and agreements from time to time as requested by Company.

4. I agree that all Inventions and all other business, technical and financial information (including, without limitation, the identity of and information relating to customers or employees) I develop, learn or obtain during the term of my contracting engagement that relate to Company or the business or demonstrably anticipated business of Company or that are received by or for Company in confidence, constitute "Proprietary Information." I will hold in confidence and not disclose or, except within the scope of my contracting engagement, use any Proprietary Information. However, I shall not be obligated under this paragraph with respect to information I can document is or becomes readily publicly available without restriction through no fault of mine. Upon termination of my contracting engagement, I will promptly return to Company all items containing or embodying Proprietary Information (including all copies), except that I may keep my personal copies of (i) my compensation records, (ii) materials received solely in my capacity as a shareholder or optionholder of the Company (if then applicable), and (iii) this Agreement. I also recognize and agree that I have no expectation of privacy with respect to Company's telecommunications, networking or information processing systems (including, without limitation, stored computer files, email messages and voice messages) and that my activity and any files or messages on or using any of those systems may be monitored at any time without notice.

5. I agree that during the course of my contracting engagement with Company (whether or not during business hours), I will not, in the same or materially similar capacity as I worked for the Company, without the prior written consent of the Company, whether paid or not: (i) serve as a partner, principal, licensor, licensee, employee, consultant, officer, director, manager, agent, affiliate, representative, advisor, promoter, associate, investor, or otherwise for, (ii) directly or indirectly, own, purchase, organize or take preparatory steps for the organization of, or (iii) build, design, finance, acquire, lease, operate, manage, control, invest in, work or consult for or otherwise join, participate in or affiliate myself with, any business whose business, products or operations are in any respect competitive with the Company's business. Should I obtain another contracting engagement or employment during my contracting engagement with the Company, I agree to

provide written notification to the Company as to the name and address of my new employer, the position that I expect to hold, and a general description of my duties and responsibilities, at least three (3) business days prior to starting such contracting engagement or employment.

6. To the extent allowed by applicable law, I agree that from the Effective Date until twelve (12) months immediately following the termination of my relationship with the Company, whether I resign voluntarily or am terminated by the Company involuntarily, I will not directly or indirectly solicit, or recruit, or attempt to solicit, or recruit, any employee of the Company to leave their employment with the Company, nor will I contact any employee of the Company, or cause an employee of the Company to be contacted, for the purpose of leaving employment with the Company. In the event of my breach or violation of this Section 6, or good faith allegation by the Company of my breach or violation of this Section 6, the restricted periods set forth in this Section 6 shall be tolled until such breach or violation, or dispute related to an allegation by the Company that I have breached or violated this Section 6, has been duly cured or resolved, as applicable.

7. I agree that this Agreement is not a contracting contract for any particular term and that I have the right to resign and Company has the right to terminate my contracting engagement at will, at any time, for any or no reason, with or without cause. In addition, this Agreement does not purport to set forth all of the terms and conditions of my contracting engagement, and, as a contractor of Company, I have obligations to Company which are not set forth in this Agreement. However, the terms of this Agreement govern over any inconsistent terms and can only be changed by a subsequent written agreement signed by the CEO of Company.

8. I agree that my obligations under paragraphs 2, 3, 4, 5 and 6 of this Agreement shall continue in effect after termination of my contracting engagement, regardless of the reason or reasons for termination, and whether such termination is voluntary or involuntary on my part, and that Company is entitled to communicate my obligations under this Agreement to any future employer or potential employer of mine. My obligations under paragraphs 2, 3 and 4 also shall be binding upon my heirs, executors, assigns, and administrators and shall inure to the benefit of Company, its subsidiaries, successors and assigns.

9. Any dispute in the meaning, effect or validity of this Agreement shall be resolved in accordance with the laws of the State of Delaware of the United States of America without regard to the conflict of laws provisions thereof. I further agree that if one or more provisions of this Agreement are held to be illegal or unenforceable under applicable Delaware law, such illegal or unenforceable portion(s) shall be limited or excluded from this Agreement to the minimum extent required so that this Agreement shall otherwise remain in full force and effect and enforceable in accordance with its terms. This Agreement is fully assignable and transferable by Company, but any purported assignment or transfer by me is void. I

also understand that any breach of this Agreement will cause irreparable harm to Company for which damages would not be an adequate remedy, and, therefore, Company will be entitled to injunctive relief with respect thereto in addition to any other remedies and without any requirement to post bond. I acknowledge and agree that to the extent permitted under Delaware law, I shall indemnify the Company from any and all costs, fees, or expenses incurred by the Company (including, but not limited to, attorneys' fees) in successfully enforcing the terms of this Agreement against me (including, but not limited to, a court temporarily, partially, or fully granting any application, motion, or petition by the Company for injunctive relief) as a result of my breach or threatened breach of any provision contained herein.

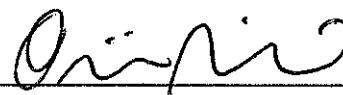
10. This Agreement constitutes the entire agreement and understanding with respect to the subject matter herein and supersedes all prior written and oral agreements, discussions or representations between the parties regarding such subject matter. This Agreement may be executed in counterparts and by facsimile, and each counterpart and facsimile shall have the same force and effect as an original and shall constitute an effective, binding agreement on the part of each of the undersigned.

[Remainder of Page Intentionally Left Blank]

I HAVE READ THIS AGREEMENT CAREFULLY AND I UNDERSTAND AND ACCEPT THE OBLIGATIONS WHICH IT IMPOSES UPON ME WITHOUT RESERVATION. NO PROMISES OR REPRESENTATIONS HAVE BEEN MADE TO ME TO INDUCE ME TO SIGN THIS AGREEMENT, WHICH I SIGN VOLUNTARILY AND FREELY.

6/5/18
Date

Consultant/Contractor


Signature

Olivia Miller
Name (Printed)

Accepted and Agreed to:

Palantir Technologies Inc.

By: _____

Name: _____

APPENDIX A
PRIOR MATTER



1100 Franklin Ave. | Suite 200 | Palo Alto, CA 94301 | 866.475.0000

Personal Property Privacy Policy

Guest's personal property such as handbags, lunch containers, briefcases, and automobiles parked on Company property, are all subject to inspection by the Company with or without prior notice. You should not bring personal items onto Company property if you wish to keep the items private.

Electronic and Physical Monitoring

All employees and guests should be aware that there are Company systems in place that are capable of monitoring and recording all network traffic to and from any computer, phone or remote access devices that employees or guests may use while on Company networks. The Company reserves the right to access, review, copy, and delete any of the information, data, or messages accessed through these systems with or without notice to the employee or guest and/or in the employee's or guest's absence. This includes, but is not limited to, all e-mail messages sent or received, all instant messenger messages sent or received, all website visits, all chat sessions, all news group activity (including groups visited, messages read, and postings), and all file transfers into and out of the Company's networks. The Company further reserves the right to retrieve previously deleted messages from e-mail or voicemail and monitor usage of the Internet, including websites visited and any information employees or guests have downloaded using Company networks. In addition, the Company may review Internet and Company Information System activity and analyze usage patterns. Accordingly, no employee or guest should have any expectation of privacy as to his or her Internet or information systems usage on Company networks and should not use these systems for information they wish to keep private.

All employees and guests should also be aware that the Company reserves the right to inspect any and all files stored in all areas of the Company's network, including those assigned to individuals, and those stored on any Company network, computer, remote access device, mobile device, or other to assure compliance with this and other Company policies.

I have read this agreement carefully and I understand and accept the obligations which it imposes upon me without reservation.

By: Olivia Miller *Original*

Date: 6/5/18



VISITOR AGREEMENT

PARTICIPATION IN RECREATIONAL ACTIVITIES, ASSUMPTION OF RISK AND RELEASE FROM LIABILITY

1. Voluntary Participation

I, Olivia Miller, acknowledge that I have been invited by Palantir Technologies Inc. ("Palantir") or an employee of Palantir to participate in certain recreational activities on the premises of Palantir and/or off site locations, possibly including but not limited to use of on-site scooters and other toys, use of the on-site fitness center, or off-site sporting events or group recreational trips (together, the "Recreational Activities"). I further acknowledge that I have voluntarily requested that Palantir permit me to participate in the Recreational Activities. In consideration for such permission, I agree to enter into this Agreement For Participation In Recreational Activities, Assumption Of Risk And Release From Liability.

2. Physical Condition

I acknowledge that it is my sole responsibility to consult with my personal health care provider regarding any medical condition that might prevent or limit my participation in the Recreational Activities. I further understand and agree that I am solely responsible for abiding by my personal health care provider's recommendations as to any medical restrictions on my participation in the Recreational Activities.

3. Rules Regarding Recreational Activities

I understand and acknowledge that before I participate in the Recreational Activities it is my responsibility to become fully acquainted with the safety rules. I understand and agree to comply with all rules Palantir adopts or has adopted governing participation in the Recreational Activities. I further understand and agree that if I violate any such rules, Palantir may immediately terminate my participation in the Recreational Activities. I also understand that Palantir may at any time at its sole discretion temporarily or permanently cease to permit any participation in the Recreational Activities.

4. Assumption of Risk

I AM AWARE THAT THERE ARE RISKS AND HAZARDS ASSOCIATED WITH PARTICIPATION IN THE RECREATIONAL ACTIVITIES. I AM FURTHER AWARE THAT I WILL BE PARTICIPATING IN THE RECREATIONAL ACTIVITIES WITH OTHER PERMITTEES OF PALANTIR, INCLUDING WITH EMPLOYEES, AND THAT IT IS POSSIBLE FOR MY PERSON OR PROPERTY TO BE HARMED EITHER AS A RESULT OF MY OWN ACTIVITY OR AS A RESULT OF ACTIVITY BY SUCH OTHER PERMITTEES OR SIMPLY BY BEING PRESENT WHERE OTHERS ARE PARTICIPATING IN THE RECREATIONAL ACTIVITIES, WITH OR WITHOUT PERMISSION, AND THAT PALANTIR HAS NOT AGREED TO SUPERVISE ANY OF THESE ACTIVITIES.

I VOLUNTARILY ASSUME ALL RISK OF LOSS, DAMAGE OR INJURY TO PERSON OR PROPERTY WHICH MAY ARISE FROM OR IS RELATED TO MY PARTICIPATION IN THE RECREATIONAL ACTIVITIES, WHETHER SUCH RISK IS KNOWN OR UNKNOWN TO ME.

5. Release

In consideration of my being allowed to participate in the Recreational Activities, I do hereby waive, release and forever discharge Palantir and its officers, partners, directors, agents, employees, representatives, executors, and all others in privity with same, whether named herein or not (the "Releasees"), from all direct, indirect and consequential damages and from any and all claims, demands, liabilities, or causes of action of any kind or character whatsoever, and howsoever caused, resulting from my participation in the Recreational Activities on behalf of myself, my agents, assignees, executors, guardians, family, heirs, and legal representatives. This release expressly includes injury or damages resulting from my own acts or omissions, the acts or omissions of any other participant in the Recreational Activities or from any acts or omissions of the Releasees in any way related, directly or indirectly, to my participation in the Recreational Activities. I agree to inform my family members of this release and ensure they understand the ramifications.

6. Indemnification

I hereby agree to defend and to forever indemnify and hold harmless the Releasees from all actions, claims or demands which may be asserted against the Releasees by any person or legal entity as a result of or in any way connected to my participation in the Recreational Activities. It is expressly understood that this indemnification applies even if the parties to be indemnified were negligent, grossly negligent, strictly liable for placing a defective product into the stream of commerce or for any other reason, liable for breach of warranty or contractual breaches, liable under the California Consumer Protection Act, liable for breach of other legal duties, liable for violation of any other law, regulation, or ordinance, or liable in any other manner. This indemnification will include, but is not limited to, the amount of any claims and the costs of defending them, including attorney's fees and court costs.

7. Knowing and Voluntary Execution

I HAVE CAREFULLY READ THIS AGREEMENT AND FULLY UNDERSTAND ITS CONTENTS. I VOLUNTARILY AND OF MY OWN FREE WILL SIGN THIS AGREEMENT FOR PARTICIPATION IN RECREATIONAL ACTIVITIES, ASSUMPTION OF RISK AND RELEASE FROM LIABILITY.

Dated: 6/5/18


Signature
Olivia Miller
Print Name

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

D

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

C

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 8% ?

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?

$$\begin{array}{r}
 1.25 \\
 + 0.90 \\
 \hline
 2.15 \\
 + 0.79 \\
 \hline
 2.94
 \end{array}$$

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?

$$\begin{array}{r}
 21.00 \\
 + 14.50 \\
 \hline
 35.50
 \end{array}$$

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?

$$\begin{array}{r}
 4.25 \\
 + 3.75 \\
 \hline
 8.00
 \end{array}$$

- a) \$6.00
- b) \$8.00
- c) \$10.00
- d) \$4.50

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?

$$\begin{array}{r}
 3.75 \\
 + 3.75 \\
 \hline
 7.50 \\
 + 2.50 \\
 \hline
 10.00 \\
 + 1.25 \\
 \hline
 11.25 \\
 + 3.25 \\
 \hline
 14.50 \\
 + 100.00 \\
 \hline
 21.50
 \end{array}$$

Cashier Test

Score 12/15

A 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

14) What are the acceptable forms of ID for alcohol purchases? state, passport

15 How many \$20 bills are in a bank band? 50

Multiple Choice

B 1) Food is served on what side with what hand?

- a) On the left side with the left hand
- b) On the left side with the right hand
- c) On the right side with the left hand
- d) On the right side with the right hand

D 2) Drinks are served on what side with what hand?

- a) On the left side with the left hand
- b) On the left side with the right hand
- c) On the right side with the left hand
- d) On the right side with the right hand

D 3) Food and drinks are removed on what side with what hand?

- a) On the left side with the left hand
- b) On the left side with the right hand
- c) On the right side with the left hand
- d) On the right side with the right hand

A 4) What part of a glass should you handle at all times?

- a) The stem
- b) The widest part of the glass
- c) The top

D 5) When you are setting a dining room how should you set up your tablecloths?

- a) Neatly and evenly across the tables
- b) The creases should all be going in the same directions
- c) The chairs should be centered and gently touching the table cloth
- d) All of the above

D 6) If you bring the wrong entrée to a guest what should you do?

- a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
- b) Inform the guests that you will bring the correct entrée once everyone else in the dinning room is served
- c) Try to convince the guests to eat what you brought them
- d) Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

Match the Correct Vocabulary

D Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

C Queen Mary

B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron)

A Chaffing Dish

C. Used to hold a large tray on the dining floor

G French Passing

D. Area for dirty dishware and glasses

B Russian Service

E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

F. Used to open bottles of wine

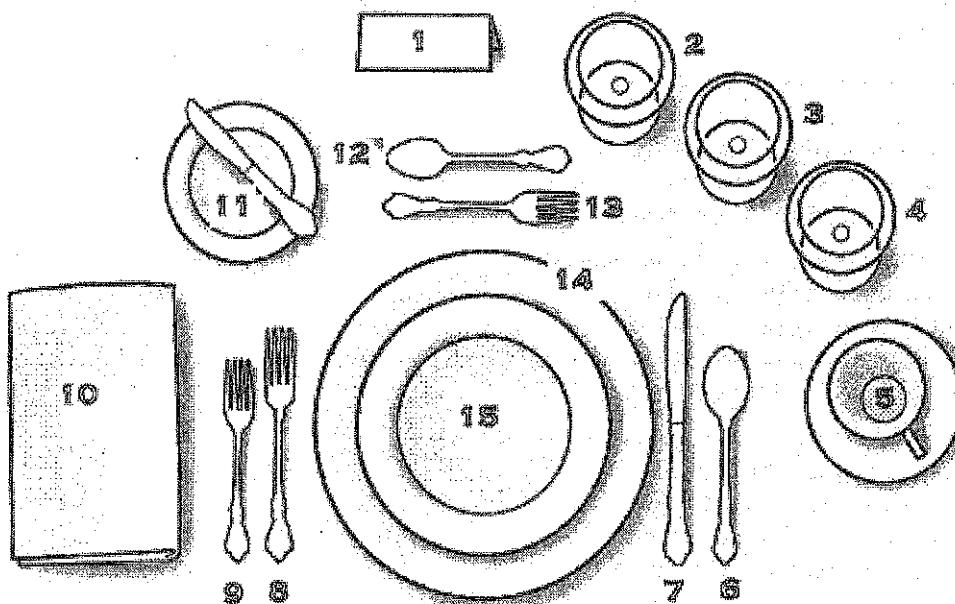
E Tray Jack

G. Style of dining in which the courses come out one at a time

Name _____

Servers Test

Score 27 / 35



Match the Number to the Correct Vocabulary

<u>10</u>	Napkin	<u>8</u>	Dinner Fork
<u>11</u>	Bread Plate and Knife	<u>5</u>	Tea or Coffee Cup and Saucer
<u>1</u>	Name Place Card	<u>7</u>	Dinner Knife
<u>12</u>	Teaspoon	<u>2</u>	Wine Glass (Red)
<u>13</u>	Dessert Fork	<u>9</u>	Salad Fork
<u>6</u>	Soup Spoon	<u>14</u>	Service Plate
<u>15</u>	Salad Plate	<u>3</u>	Wine Glass (White)
<u>4</u>	Water Glass		

Fill in the Blank

1. The utensils are placed 2 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? cream + sugar
3. Synchronized service is when: plates are placed at same time
4. What is generally indicated on the name placard other than the name? table #
5. The Protein on a plate is typically served at what hour on the clock? ?
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

provide them with options, inform kitchen

Olivia Miller

1301 Mills St. Apt. 1 • Menlo Park, CA 94025
(858) 335-5439 • email: olivemills24@gmail.com

Overview

- Outgoing and results-driven customer service professional with strong interpersonal skills and enthusiastic work ethic.
- Effective team manager that successfully delivers superior services & products while meeting aggressive deadlines.
- Successful manager of multiple deliverables, managing a plentitude of client priorities and schedules.
- Leader by example, demonstrating a passion for delivering quality results that exceed corporate and client expectations.
- Strong skills identifying, evaluating, and implementing solutions based on a multitude of variables and external influences.
- Experienced in creating brand awareness in a startup environment, developing impactful strategies and successful solutions.

Experience

Nordstrom, Palo Alto, CA

Sales Associate & Stylist

October 2016- August 2017

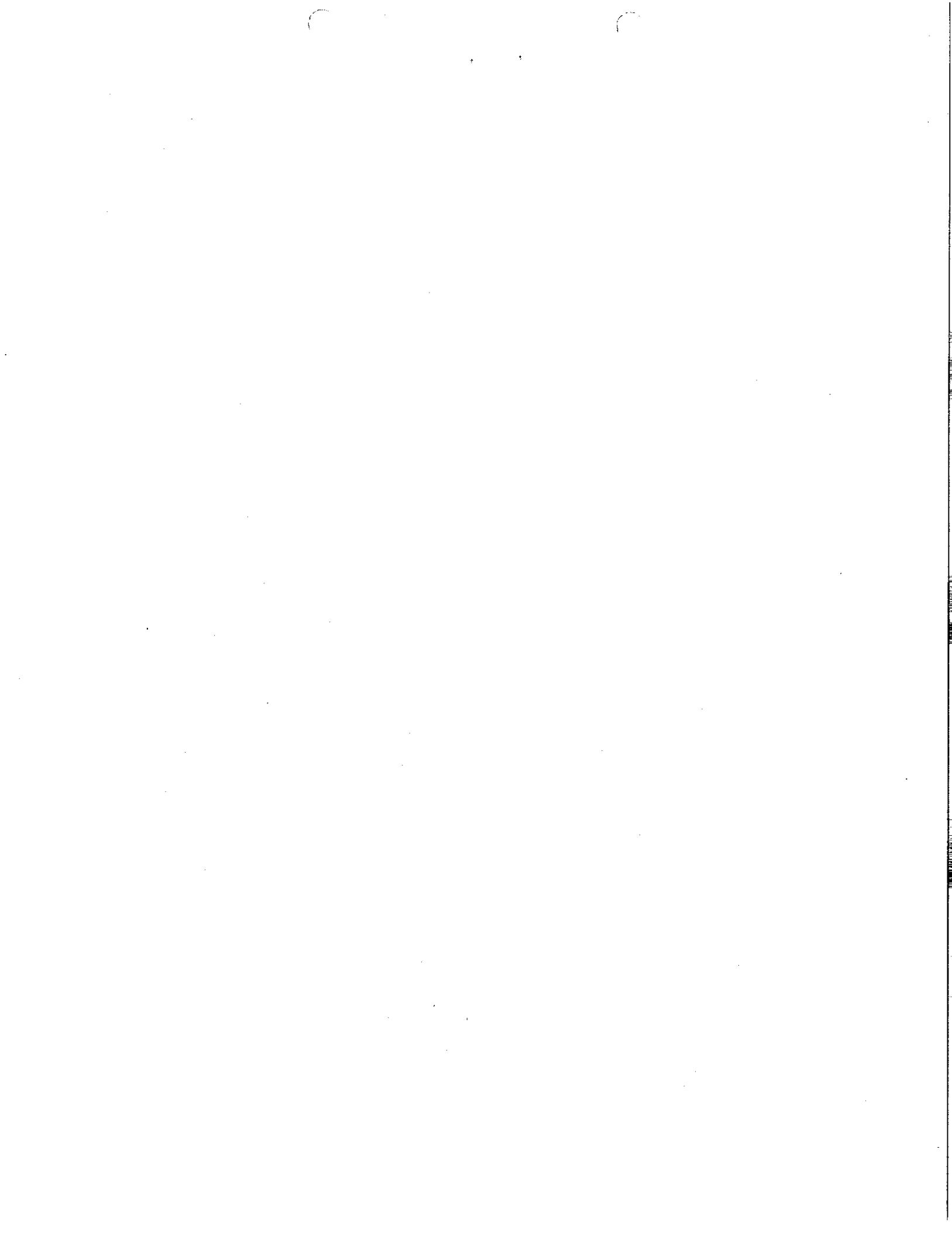
- Built and maintained a personal book of repeat customers by establishing a trusted relationship and following up to ensure full satisfaction.
- Reached out to clientele via phone and email to share new product & upcoming sales, and bring in revenue to achieve daily sales goals.
- Educated customers on current brands' materials, design and fit while providing dressing room feedback to influence purchases and close the sale.
- Specialized in high price point denim and trained salespeople from external departments to cross-sell denim brands, increasing denim department sales.
- Provided exceptional customer service in a fast-paced workplace while continuously remerchandising the sales floor and maintaining a clean and organized work environment.

Vitalah, LLC, Santa Cruz, CA

Sales Manager, Broker Support & Client Education

January 2015- September 2016

- Providing frontline leadership to outside sales representatives and reliable assistance to upper corporate management.
- Managed team members and internal communications as liaison between operations and inside sales.
- Led daily sales cadence meetings, reviewing team members' progress, goals, and month to date numbers while troubleshooting challenges in current project implementation.
- Educated clients on the product's technical elements and corporate brand.
- Assessed whether potential partners would affect the brand negatively or positively, effectively protecting and promoting brand integrity.
- Ensured all team members were complying with company policies and providing excellent customer service to all clientele.



Olivia Miller

1301 Mills St. Apt. 1 • Menlo Park, CA 94025
(858) 335-5439 • email: olivemills24@gmail.com

Sales Representative & Educator

October 2013- January 2015

- Developed and maintained a culture of first class customer service.
- Built and maintained relationships with clients, buyers and third party groups to promote value and loyalty.
- Guided and influenced teams in a matrix organizational structure to collaboratively deliver results and meet objectives.
- Simplified technical product information in order to educate clientele and generate sales.
- Promoted brand recognition and loyalty through education & sampling.
- Coordinated and executed planning for major tradeshows and expos.
- Created new clients by creating promotional programs and cultivating leads.
- Managed multiple competing priorities and reprioritized work based on changing client priorities and deadlines.
- Use of Outlook and Excel to schedule trainings, manage support programs, and track sales and ROI.

Hula's Island Grill & Tiki Room, Santa Cruz, CA

Floor Manager & Customer Service Specialist

May 2011- July 2013

- Provided award-winning customer service in a fast paced, demanding restaurant environment while paying close attention to team productivity and service flow.
- Helped maintain the restaurant's standing as one of the Region's "Top 3 Restaurants" by successfully managing high volume and high value patronage.
- Delivered attentive service based on the immediate needs of the clientele while managing the activity of the staff and kitchen.
- Organized special events and coordinated planning details for large client groups.
- Ensured a relaxing and enjoyable experience for all customers, while still achieving high table turnover to maximize sales.

Education

University of California, Santa Cruz

B.A. in Global Economics, Focus in Latin America

September 2009 to June 2013

- Studied micro and macro-economic theories and principles.
- Completed calculus and statistics series with applications in econometrics, such as profit margin and revenue projection.
- Focus on global development strategies in Central & South American economies.
- Incorporated political and cultural area studies with language study.
- Intensive Spanish language program at the Universidad del Belgrano in Buenos Aires, Argentina (January to May 2012).
- Trained to successfully manage the highly diverse, multinational nature of today's business world.

