

# William Alexander

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Authorized to work in the US for any employer

## Work Experience

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### **Banquet Steward / Porter**

PALACE STATION HOTEL and CASINO - Las Vegas, NV  
November 2015 to July 2017

I have 2 years experience as a steward / Dishwasher & also Porter.

As Stewart/dishwasher i did frequent inventory set up plates , chaffers , heating lamps , prepped food with chef's, then cleaned & refreshed when event was over.

As Porter I set up for events by laying chairs ,all shaped & sized tables , bar's , banners & Setup/Broke down stages for various events also loading/unloading ,receiving , breaking pallets & laying pallets.

### **Customer Service Representative**

Gahisi Sowande And Associates - Los Angeles, CA  
December 2010 to May 2015

#### Responsibilities

Responsible for front office , Including answering phones, Setting appointments & dispatching Service Technicians.

Established schedules for technicians.

filled paper work , typed and documented with Office Manager, Also operated Cash registers & credit card machines

#### Accomplishments

Kept my life in balance with the hours I was given

#### Skills Used

Writing/Typing , Organizing , Documenting , Communication.

### **Janitor/Maintenance**

West Angeles christian center - Los Angeles, CA  
December 2008 to July 2011

#### Responsibilities

General Maintenance of the building, Including cleaning restrooms & offices, Buffing floors, Replacing Air filters & Routine Painting Also kept regular inventory of cleaning supplies



#### Accomplishments

I became more hard working , More depended instead of others & also Self-relaxing seeing that Im doing things that I grew up doing all around home or elsewhere.

#### Skills Used

painting , plastering, machine servicing, repairs, reassembled & installed various equipment , carpentry, buffering, mopping & sweeping. Thorough Maintenance

#### **Office Clerk**

Youth Mentoring Connection (YMC) - Los Angeles, CA  
January 2007 to October 2008

#### Responsibilities

Responsible for presentation and front office duties,  
Message taking and relaying via internet.  
Filing, typing, data entry, organizing, faxing & answering phones

#### Accomplishments

I was hard working made sure nothing had to be asked more the once I accomplished a lot with this being my first actual job it gave me dependence and experience that I haven't had before.

#### Skills Used

typing , filing , faxing, multi-tasking , answering multi phone call receptionist line, also retrieving shipments lifting 50-70 pounds at a time in office supplies

#### Education

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#### **High School Diploma**

GoodWill High School - Victorville, CA  
2009 to 2010



- 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
- C. 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 8.00%?
- 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**

- 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 Liscence.
- 15) How many \$20 bills are in a bank band? 254

10) A customer buys two hamburgers at \$1.75 each, two bags of chips at \$1.00 each, two cookies at \$0.50 each and two sodas at \$1.75 each. If you are given \$10.00 how much change should you give?	a) \$7.50 b) \$8.00 c) \$10.00 d) \$15.00	<input checked="" type="radio"/>	<u>A</u>
9) A customer buys soda for \$3.50 and a hot dog for \$4.25. If you are given \$10.00 how much change should you give?	a) \$2.00 b) \$6.00 c) \$10.00 d) \$15.00	<input checked="" type="radio"/>	<u>A</u>
8) A customer buys two shirts for \$10.00 each and two ball caps for \$3.00 each. If you are given \$40.00 how much change should you give?	a) \$18.00 b) \$24.00 c) \$28.00 d) \$4.00	<input checked="" type="radio"/>	<u>B</u>
7) A customer buys a bowl of soup for \$1.12, an apple \$0.90 and a soda \$0.78. If you are given \$2.00 how much change should you give?	a) \$0.18 b) \$0.78 c) \$1.00 d) \$2.00	<input checked="" type="radio"/>	<u>C</u>
6) What is the current sales tax rate in your city?	a) 2.00% b) 3.00% c) 4.00% d) 5.00%	<input checked="" type="radio"/>	<u>C</u>
5) What does POS stand for?	a) Point of sale b) Percentage of sales c) Point of view d) People over service	<input checked="" type="radio"/>	<u>C</u>
4) A roll of pennies is worth?	a) \$1.00 b) \$2.00 c) \$3.00 d) \$5.00	<input checked="" type="radio"/>	<u>C</u>
3) A roll of nickels is worth?	a) \$2.00 b) \$5.00 c) \$10.00 d) \$20.00	<input checked="" type="radio"/>	<u>D</u>
2) A roll of dimes is worth?	a) \$2.00 b) \$5.00 c) \$10.00 d) \$20.00	<input checked="" type="radio"/>	<u>D</u>
1) A roll of quarters is worth?	a) \$2.00 b) \$5.00 c) \$10.00 d) \$20.00	<input checked="" type="radio"/>	<u>A</u>

## 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
- A. 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
- A. 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
- C. 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
- A. 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

