

# Interview Note Sheet

## Applicant Information

Name: Breanna Williams	Interviewer: Stacey G.
Date: 5/25/18	Rate of Pay: \$10
Position(s) Applied for: Server	Referred by: _____

## Job Interests

Server	/35	%	Bartender	/35	%
Prep Cook	/20	%	Barista	/15	%
Grill Cook	/40	%	Cashier	/15	%
Dishwasher	/10	%	Housekeeping	/14	%

Seeking:
Full-Time
Part-Time

## Relevant Experience & Summary of Strengths

**Total of \_\_\_\_\_ in Food Service/Hospitality**

Breanna is working full-time for a company called Boston Financial. She is looking for a second job.

P.O.S. Experience: Y / N details: \_\_\_\_\_

## Transportation

Car                      Public Transit                      Carpool ( Rider / Driver )

## Regions Available to work:

Kansas City, KS      Overland Park, Kansas      Kansas City, MO      Independence, MO

## 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:

# **Breanna Williams**

**Currently Transfer Agent at Boston Financial**

Kansas City, MO 64131  
breannawilliams47\_qc7@indeedemail.com - 816-3011090

I am looking to better myself in an industry where I can grow. I am still looking for the perfect place where I fit and prosper comfortably. For me it is not always about money but more so about the love for what I do and the people that I work with!

Willing to relocate to: Kansas City, MO - Overland Park, KS  
Authorized to work in the US for any employer

## **WORK EXPERIENCE**

### **Transfer Agent**

Boston Financial Data Services, Inc - Kansas City, MO -

2016-08 - Present

Answer phone calls for clients and financial professionals to educate and assist with transactions regarding mutual funds.

### **Technical Support Agent - I work for a webhosting partner**

Deluxe Corporation -

2015-05 - Present

I provide technical support (sometimes billing and sales support) to customers who have many of the products that we provide. This is a customer service skill also. I received on the job training.

Skills: DNS Lookups, Password Resets, Connecting email accounts in clients to our servers (we use sendmail), FTP management and connection, Building Websites, Creating/Managing email accounts, Microsoft excel, Microsoft OneNote, Microsoft Outlook (any version), Mac Mail, Thunderbird, Online Faxing, Creating Trouble Tickets, Creating Mobile Websites, File/FTP Management, Email Marketing, Domain Forwarding, Website Optimization, Analytics

### **Server - Greet**

Applebee's Bar and Grille -

2013-08 - 2015-09

guest, take/put in food orders, run food to tables, customer service, cashier

### **Admissions Coordinator**

Pinnacle Career Institute -

2015-01 - 2015-03

I worked for the online schooling. I made a lot of calls to potential students who showed interest in getting some career training.

### **Hostess - Greet/Seat guest**

Red Robin Gourmet Burgers -

2013-01 - 2013-08

at door, make sure restaurant is presentable, utility

Server - Greet guest, take/put in food orders, run food to tables, customer service, cashier

Reason for leaving: I was not able to get to work because of the location I lived in. I needed something closer to home.

### **Team Member**

Dairy Queen Chille and Grille -

2011-09 - 2012-07

Grill food, make ice-cream treats, cashier, take food orders, work drive thru, make and decorate cakes

Reason for leaving: I was terminated.

## EDUCATION

### **Diploma**

Raytown High School

2009 - 2012

University of Central Missouri

2012

## SKILLS

Billing, Cashiering, Communications, Server, Customer Service, Sales, Microsoft Outlook, Microsoft Excel, Web Hosting, Phones, Transfer Agent, Data Entry



## 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 Breanna Williams Date: 05-26-2018  
Home Telephone (816) 301-1090 Other Telephone ( )  
Present Address 9921 Locust St. Apt 32D6 Kansas City, MO 64131  
Permanent Address, if different from present address: \_\_\_\_\_  
Email Address breddub2012@gmail.com

### EMPLOYMENT DESIRED

Position applying for: Server/Bartender Salary desired: \$12/hr (negotiable)

Are you currently registered with any staffing and/or employment agencies? If so, please list  
No

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  indeed.com

Could you work overtime, if necessary? Yes  No  If hired, on what date could you start working? ASAP

*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 DAILY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
AM	NA	AM 11:00 AM	11	1.			
PM	NA						

Do you have any vacations or extended leaves planned in the next 12 months? If so, please list dates:

Nothing Planned

### 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

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Your Hospitality Staffing Professionals

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.) N/A

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?
Raytown High School	Raytown, MO	Diploma	Yes
University Central	Warrensburg, MO	Psychology	No
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 Outsourcing? If so, please list under "Special."		YES	NO
Special: Server, Hostess, Customer Service, Open Close Restaurant			

## 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 Boston Financial / DST 330 W 4th St Kansas City

Type of Business Customer Service Telephone No. (816) 435-1700 Supervisor's Name Ashley Banks

Your Position and Duties Customer Service Rep - Answer phone, problem resolution, log info from calls, request work from processing, process work, process transactions

Dates of Employment: From 08/2016 To Current

Reason for Leaving: Change in company/ not set up for success

Name and Address of Employer Red Deli & Deli 1405 W 113th St Lenexa KS 66219

Type of Business Check Out Service Telephone No. (913) 541-7900 Supervisor's Name Dierdre Braverman

Your Position and Duties Answer phones, problem resolution, assist w/ technical issues, customer service, online cashier

Dates of Employment: From 01/2015 To 05/2016

Reason for Leaving: WHS let go for attendance points

Name and Address of Employer Applebee's Bar & Grill 4181 Sterling Ave, KC MO 64133

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Your Hospitality Staffing Professionals

Type of Business Food Service Telephone No. (816) 361-4171 Supervisor's Name Shane, McKenzie

Your Position and Duties serve, heat, take orders, run food, cashier, customer service, take orders, clean

Dates of Employment: From 08/2013 To 09/2015

Reason for Leaving: Found Better Work Opportunity

Name and Address of Employer McDonald's Dairy Queen 16904 Hunter St Raytown MO 64133

Type of Business Fast Food Telephone No. (816) 358-1183 Supervisor's Name Megan Buch

Your Position and Duties Cook, prepare food, clean, open, close, cashier, drive-thru, make sales, answer phone

Dates of Employment: From \_\_\_\_\_ To \_\_\_\_\_

Reason for Leaving: \_\_\_\_\_

Have you ever been fired from any previous place of employment? If so, please explain: Yes from Deluxe for attendance. Dairy Queen - misconduct

## 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: Kim Taborn Telephone No. (816) 213 3862

Address N/A

Occupation: Transfer Agent Relationship: Co-worker Number of Years Acquainted: 1

Name: Kierra Marcus Telephone No. (816) 433-1525

Address N/A Kansas City MO 64131

Occupation: Bus Driver Relationship: Close Friend Number of Years Acquainted: 15

Name: Denise Young Telephone No. (816) 206-2779

Address N/A

Occupation: NURSE Relationship: Mentor Number of Years Acquainted: 8



**Please Read Carefully, Initial Each Paragraph and Sign Below**

BDW 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.

BDW 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.

BDW 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.

BDW 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.

BDW 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 Brannna White Date 5-26-2018

**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
- C 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
- C 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
- C 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

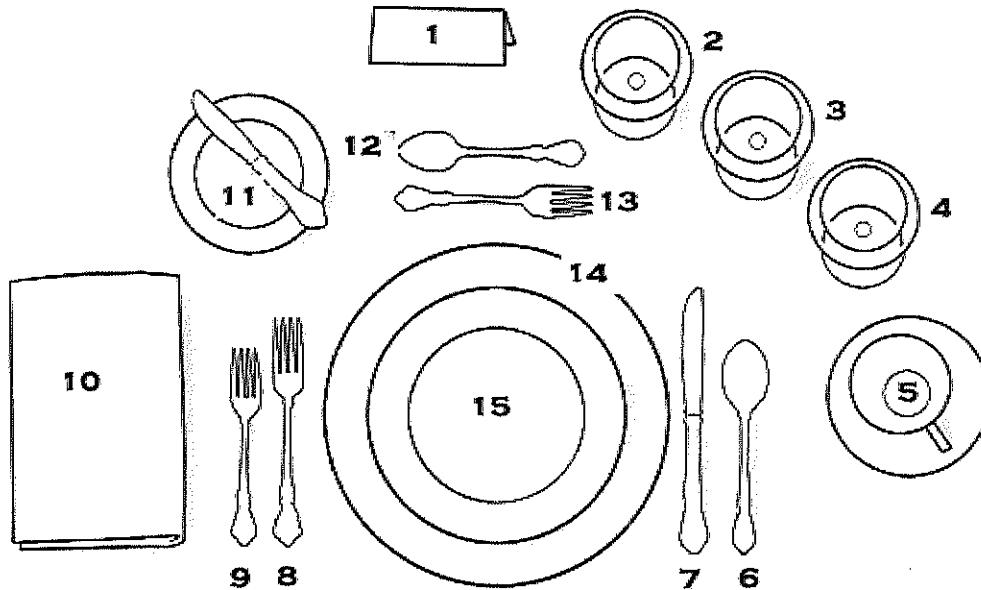
**Match the Correct Vocabulary**

- d Scullery  
 A Queen Mary  
 P Chaffing Dish  
 B French Passing  
 G Russian Service  
 f Corkscrew  
 C Tray Jack

- A. Metal buffet device used to keep food warm by heating it over warmed water  
 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)  
 C. Used to hold a large tray on the dining floor  
 D. Area for dirty dishware and glasses  
 E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored  
 F. Used to open bottles of wine  
 G. Style of dining in which the courses come out one at a time

Name \_\_\_\_\_  
Score / 35

**Servers Test**



**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>4</u>	Wine Glass (Red)
<u>13</u>	Dessert Fork	<u>9</u>	Salad Fork
<u>16</u>	Soup Spoon	<u>14</u>	Service Plate
<u>15</u>	Salad Plate	<u>3</u>	Wine Glass (White)
<u>2</u>	Water Glass		

**Fill in the Blank**

1. The utensils are placed two inches inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Saucer and napkin.
3. Synchronized service is when: Everyone is receiving the same service @ same time.
4. What is generally indicated on the name placard other than the name? Relationship.
5. The Protein on a plate is typically served at what hour on the clock? 9:00.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
Put that order in first (other than confirm what ~~they~~ their need is)



## Case Verification Number: 2018149180701DF

Report prepared: 05/29/2018

### Company Information

**Company ID:** 139349

**Company Name:** Acrobat Outsourcing

**Client Company ID:** 139349

**Client Company Name:** Acrobat Outsourcing

### Employee Information

**Name:** breanna willams

**Date of Birth:** 09/28/1993

**U.S. Social Security Number:** \*\*\*-\*\*-5173

**Employee's First Day of Employment:** 05/29/2018

**Citizenship Status:** U.S. Citizen

### Document Information

**List B Document:** Driver's license or ID card issued by a U.S. state or outlying possession

**Expiration Date:** 09/28/2021 **State:** Missouri

**List C Document:** Social Security Card

### Case Information

**Current Case Result:** Closed

**Case Submitted By:** Diana Zamora

**Case Status:** Employment Authorized

**Reason for Closure:** Employment Authorized Auto Close