

Interview Note Sheet

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

Test Scores					
Server	35	72%	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

Breanna 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)
Person A			
Person B			
Person C			
Person D			
Person E			
Person F			
Person G			
Person H			
Person I			
Person J			
Person K			
Person L			
Person M			
Person N			
Person O			
Person P			
Person Q			
Person R			
Person S			
Person T			
Person U			
Person V			
Person W			
Person X			
Person Y			
Person Z			

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	
<i>Details:</i>					

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 another position? <input type="checkbox"/> Yes <input type="checkbox"/> No						

Would you recommend this applicant for Acrobat Academy?			Convention Candidate?			Other Languages Spoken:		
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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 3206 Kansas City, MO 64131
 Permanent Address, if different from present address: _____
 Email Address brdub2012@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	<u>NA</u>	<u>ANYTIME</u>					
PM	<u>NA</u>						

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 of Central Missouri	Warrensburg, MO	Psychology	No
Do you have any special licenses, certificates or special training? If so please list under "Special."		YES	<u>NO</u>
Are you computer literate? If so, list software knowledge under "Special."		<u>YES</u>	NO
Are you proficient with Point of Sales Systems? If, so please list which ones under "Special."		<u>YES</u>	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."		<u>YES</u>	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 X No If so, may we contact your current employer? Yes X No

Name and Address of Employer Boston Financial/DST 330 W 4th St Keno

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

Your Position and Duties Customer Service Rep - answer phones, 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: Changes in company/not set up for success

Name and Address of Employer ~~Dolux Corp~~ 11505 W 113th St Lenexa KS 66219

Type of Business check customer service Telephone No. (913) 541-7900 Supervisor's Name Dendrie Brandon

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: Was let go for attendance points

Name and Address of Employer Applebee's Bar/Grill 4181 Sterling Ave, KCMO 64133

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Your Hospitality Staffing Professionals

Type of Business Food Service Telephone No. (816) 356-4171 Supervisor's Name Shane McKenzie
Your Position and Duties serve, hot, 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 Dairy Queen 6904 Hunter St Raytown MO 64133

Type of Business Fast Food Telephone No. (816) 358-1193 Supervisor's Name Megan Rush
Your Position and Duties Cook, prepare food, clean, open, close, cashier,
drive-thru, make cakes, 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?
If so, describe: _____

Yes _____ No X

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 Tabron Telephone No. (816) 213 3862

Address N/A

Occupation: Transfer Agent Relationship: Co-worker Number of Years Acquainted: 2

Name: Kierra Markes 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: Mother 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

Breanna White

Date

5-26-2018

Name Breanna Williams
Score 25/35

Servers Test

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
- 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 dining 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

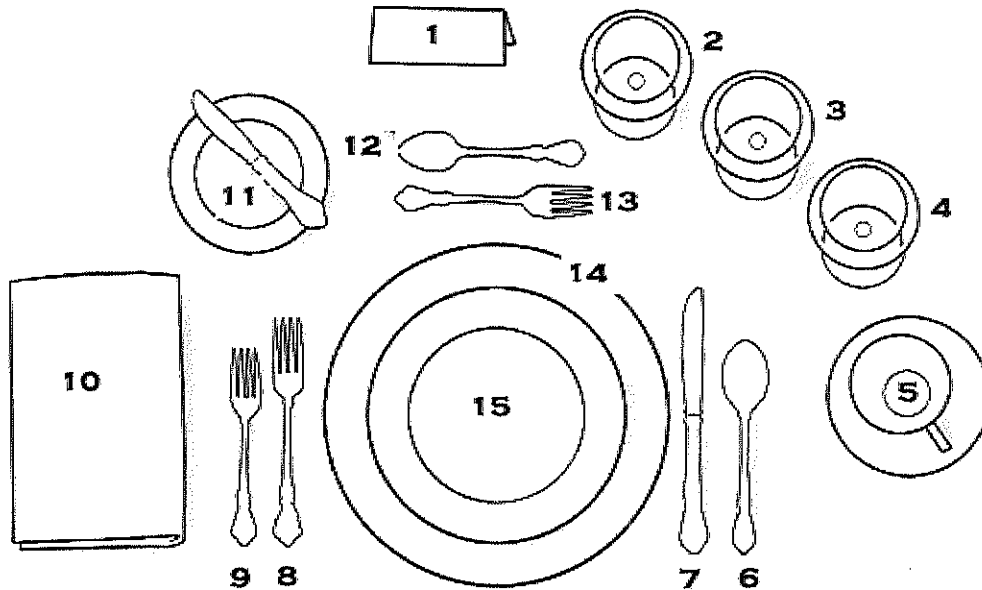
Match the Correct Vocabulary

- | | |
|--------------------------------|---|
| <u>d</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>A</u> Queen Mary | <u>B</u> 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) |
| <u>P</u> Chaffing Dish | <u>C</u> Used to hold a large tray on the dining floor |
| <u>B</u> French Passing | <u>D</u> Area for dirty dishware and glasses |
| <u>G</u> Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>f</u> Corkscrew | F. Used to open bottles of wine |
| <u>C</u> Tray Jack | G. Style of dining in which the courses come out one at a time |

Name _____

Servers Test

Score / 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>4</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>2</u> | Water Glass | | |

Fill in the Blank

- The utensils are placed two inches inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Saucer and napkin
- Synchronized service is when: everyone is receiving the same service @ same time
- What is generally indicated on the name placard other than the name? relationships?
- The Protein on a plate is typically served at what hour on the clock? 9:00
- 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 ~~their~~ 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