

## Interview Note Sheet

Applicant Information	
Name: <u>LeKeyah Robinson</u>	Interviewer: <u>Steven Gonzalez</u>
Date: <u>6/28/18</u>	Rate of Pay: \$ <u>9.25 2nd up</u>
Position (s) Applied for: <u>Housekeeper</u>	Referred by: <u>walk in</u>

Test Scores					
Server	/35	%	Bartender	/35	%
Prep Cook	/20	%	Barista	/15	%
Grill Cook	/40	%	Cashier	/15	%
Dishwasher	/10	%	Housekeeping	11/14	78%

Seeking
Full-Time
Part-Time

Relevant Experience & Summary of Strengths	
<p style="text-align: right; margin-right: 20px;"><i>Total of _____ in Food Service/Hospitality</i></p> <p><u>Worked as a Cashier at Save a lot.</u></p> <p><u>Worked as a Food runner at Zaxsby.</u></p>	

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

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: _____	

# Lekeyah Robinson

Kansas City, MO  
lekeyahrose@icloud.com  
8168855928

I love kids I have my nieces and nephews every weekend I enjoy the fact that kids can make you forgot about a lot of things and puts me in a great environment

Authorized to work in the US for any employer

## Work Experience

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### **Call Center Representative**

Convergys  
February 2017 to Present  
Great customer service skills

### **Team Leader**

Zaxby's Chicken Fingers & Buffalo Wings - Olathe, KS  
January 2017 to Present

Front of house and back of house. Prepping meals, taking orders, setting up plates making sure the dining room is clean

### **Call Center Agent**

Skyles Enterprises  
July 2017 to March 2018

### **Receptionist**

Children Mercy Hospital  
January 2017 to December 2017  
Answer phones for clients

### **Cashier/Customer Service**

Save alot Food Stores - Kansas City, MO  
July 2016 to September 2017

#### **Responsibilities**

1. Handle cash transactions with customers using cash registers.
  2. Scan goods and collect payments.
  3. Issue receipts, refunds, change or tickets.
  4. redeem stamps and coupons
  5. make sales and referrals, cross-sell products and introduce new ones.
- Resolve customer complaints, guide them and provide relevant information

### **Call Center Representative**

USA800 - Kansas City, MO  
April 2016 to July 2017

Attentiveness. ...  
Clear Communication Skills. ...  
Knowledge of the Product. ...  
Ability to Use "Positive Language" ...  
Acting Skills. ...  
Time Management Skills. ...  
Ability to "Read" Customers.

### **Receptionist**

Duffin optical  
January 2016 to January 2017  
Inputting into the computer filing papers

### **Warehouse Associate**

Rally house - Lenexa, KS  
July 2014 to October 2016  
Counting orders and processing orders. Placing price tags on clothes

### **Education**

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Center High School - Kansas City, MO  
2013 to 2015

### **Skills**

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Customer Service

## 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 Lekejah Rose Robinson Date: 06/20/18  
 Home Telephone (816) 885-5928 Other Telephone ( ) \_\_\_\_\_  
 Present Address 8581 Holmes Rd Apt 26 Kansas City MO 64131  
 Permanent Address, if different from present address: \_\_\_\_\_  
 Email Address LekejahRose@icloud.com

### EMPLOYMENT DESIRED

Position applying for: Open Salary desired: 11.00  
 Are you currently registered with any staffing and/or employment agencies? If so, please list \_\_\_\_\_

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? 06/20/18

*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	O	P	e	n			
PM							

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 ☐

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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?
Center high school	Kansas City Mo	2015 H/S	Yes
Do you have any special licenses, certificates or special training? If so please list under "Special".		YES	<input type="radio"/> NO
Are you computer literate? If so, list software knowledge under "Special."		YES	<input type="radio"/> NO
Are you proficient with Point of Sales Systems? If, so please list which ones under "Special."		<input checked="" type="radio"/> 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	<input type="radio"/> NO
Special:			

## 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 Convergys

Type of Business Callcenter Telephone No. (913) 330-2317 Supervisor's Name Kim

Your Position and Duties \_\_\_\_\_

Dates of Employment: From Jan/17 To May/18

Reason for Leaving: Went back to school

Name and Address of Employer Zaxsby

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

Your Position and Duties Runner/Food prep

Dates of Employment: From May/15 To July/16

Reason for Leaving: to far from home

Name and Address of Employer 1295 Strangline Rd

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Type of Business \_\_\_\_\_ Telephone No. (\_\_\_\_) \_\_\_\_\_ Supervisor's Name \_\_\_\_\_  
Your Position and Duties \_\_\_\_\_

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

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

Name and Address of Employer King of Crash

Type of Business Call center Telephone No. (\_\_\_\_) \_\_\_\_\_ Supervisor's Name \_\_\_\_\_  
Your Position and Duties \_\_\_\_\_

Dates of Employment: From July/16 To Dec/16

Reason for Leaving: Summer school began for me went to college

Have you ever been fired from any previous place of employment? If so, please explain: \_\_\_\_\_

## MILITARY SERVICE

Have you obtained any special skills or abilities as the result of service in the military? Yes \_\_\_\_\_ No ✓  
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: Rosa Robinson Telephone No. (816) 885-8750

Address 6625 Monroe

Occupation: \_\_\_\_\_ Relationship: close friend Number of Years Acquainted: \_\_\_\_\_

Name: Christopher Walker Telephone No. (816) 582-6659

Address \_\_\_\_\_

Occupation: Cashier Relationship: friend Number of Years Acquainted: 10<sup>th</sup>

Name: Susan Porter Telephone No. (816) 337-0038

Address \_\_\_\_\_

Occupation: ISS Relationship: friend Number of Years Acquainted: 5<sup>+</sup>

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

✓ 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.

✓ 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.

✓ 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.

✓ 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.

✓ 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** L. Keyshia DeDongel **Date** 06/20/18

Name: LeKeyah Robinson

Housekeeping Test

Score /14

1. During which of the following situation(s) should you wear gloves?
  - ☒ a) When handling disinfectant solutions
  - ☒ b) When cleaning guest rooms
  - ☒ c) When handling soiled linen
  - ☒ d) When handling or disposing of waste
  - ☒ e) All of the above
2. Which of the following should be cleaned daily?
  - a) Chairs, lamps, and tables
  - b) Tabletops, bed, and handrails
  - c) Grab bars, light, tops of doors and counters
  - d) Floors, sinks, toilets, and latrines
  - ☒ e) All of the above
3. ~~True or False~~ You do not need to use a separate cloth for cleaning bathrooms.
4. ~~True or False~~ Dusting is most commonly used for cleaning walls, ceiling, doors, windows and furniture.
5. Should the following be cleaned daily or weekly? Circle one.
 

a) Floors	<u>Daily</u> / Weekly
b) Toilets and latrines	<u>Daily</u> / Weekly
c) Carpets in guest rooms	<u>Daily</u> / Weekly
d) Carpets in offices	Daily / <u>Weekly</u>
e) Soiled linen	<u>Daily</u> / Weekly
6. The best way to clean the floors:
  - a) Scrubbing
  - b) Dry sweeping and dusting
  - c) Sweeping, mopping and dusting
  - ☒ d) Wet mopping
7. What should 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 up immediately
  - d) Not sure
8. The proper procedure for cleaning spills of blood and other body fluids is:
  - ☒ a) Wearing gloves, clean with cloth soaked in chlorine solution and follow up with disinfectant solution
  - b) Find the janitor on- duty and ask him to clean it up
  - c) Grab whatever is closest and wipe up immediately, then mark "Biohazard"
  - d) Nothing
9. What do you do if you encounter with bed bugs in a guest room?
 

~~Call manager~~
10. What do you do if you find Lost and Found items in a guest rooms?
 

~~Take it to the front~~
11. Describe the difference between a disinfectant and a cleaning solution?

Cleaning is for the windows

Disinfectant is for bathrooms  
purposes





## Case Verification Number: 2018176185938LM

Report prepared: 06/25/2018

### Company Information

**Company ID:** 139349

**Company Name:** Acrobat Outsourcing

**Client Company ID:** 139349

**Client Company Name:** Acrobat Outsourcing

### Employee Information

**Name:** Lekeyah Robinson

**Date of Birth:** 07/18/1996

**U.S. Social Security Number:** \*\*\*-\*\*-2104

**Employee's First Day of Employment:** 06/25/2018

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

### Document Information

**List B Document:** ID card issued by a U.S. federal, state or local government agency

**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