

# Interview Note Sheet

## Applicant Information

Name: <u>Nekinda Horton</u>	Interviewer: <u>Steven Gonzalez</u>
Date: <u>06/25/18</u>	Rate of Pay: \$ <u>9.25 and up</u>
Position (s) Applied for: <u>Housekeeping</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	10 /14	71%

## Seeking:

Full-Time

Part-Time

## Relevant Experience & Summary of Strengths

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

Worked at Burlington Coat Factory as a Cashier.

Worked at Legoland as a Cashier.

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:

ReKiyah C. Horton

3829 E 72nd Terrace | Kansas City, MO 64132 | cell: 816.372.0195

rekiyahvirgo@yahoo.com

**Objective** To effectively demonstrate my interpersonal communication skills in a professional environment while also sharing my enthusiasm for helping others; with the opportunity for growth and work as part of a team as while improving my individual skills in the workplace.

#### Work Experience

Centrinex Call Center Solutions Overland Park, KS

Customer Service Representative, January 2018-April 2018

As a customer service representative my responsibilities include handling customer complaints per company standards, processing orders and providing information about the companies products and services.

Sunrise Parochial Pre-K Academy Kansas City, MO

Center Support Staff/Teacher/ Child Care Assistant, August 2017- November 2017

As a teacher/child care assistant, I currently make sure that all children are looked after and cared for. My duties include but are not limited to diapering babies and toddlers, feeding, dressing, grooming and or other activities.

Burlington Coat Factory Shawnee Mission, KS

Sales Associate/Cashier/Customer Service, November 2016-March 2017

As part of the front end operations team, I am currently responsible for helping create an environment of outstanding customer service as per company standards, processing sales quickly, accurately and efficiently, cash register operations and safeguarding company assets.

LEGOLAND Discovery Center Kansas City, MO

Admissions Host/Cashier, August 2015-May 2016

I currently provide the highest possible standards of Guest Service while Promoting Merlin Entertainments policy of quality customer care by providing courteous, efficient, helpful and entertaining service to the public while ensuring that Admissions Operations and sales are maintained, delivered and exceed.

½ and ½ Name Brands Clothing Store Lenexa, KS

Cashier/Receiving Associate, April 2015-August 2015

As Retail Associate as a part of the store operations team, my responsibilities in this role include processing incoming freight according to company standards by taking unprocessed garments and merchandise and preparing them for the sales floor. I also

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provide backup assistance when necessary to the sales floor a cashier based on company needs.

During the Summer of 2014, I attended a Program through the Boys & Girls Club that provided teenagers with the opportunity to work as a Retail Sales Clerk at Old Navy and experience what it would be like to assist customers in a retail environment. During that Program I assisted customers with the fitting room, folding shirts , prepared merchandise for sale and also assisted customers with finding what they needed inside the store. I have also provided Babysitting Services to Parents with children between the ages of 2 and 10 years old, various times throughout the year.

#### Education

Concorde Career College April 2018-Present

De La Salle High School August 2014-2017

CPR Certification obtained from American Heart Association June 2016

Camp Cardiac Certification Participant in June 2016. Camp Cardiac is a Hands on Workshop that Campers will learn a variety of skills, including how to tie surgical knots, take patient histories, and perform basic routine physical exams. Campers also learned about careers directly from professionals a given field (e.g., physician, nurse practitioner, physician assistant, dietician, perfusionist).

-References available upon request –

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## 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 Rekiyah Horton Date: 06/20/18  
 Home Telephone (816) 372-0195 Other Telephone ( ) \_\_\_\_\_  
 Present Address 3829 E. 72nd Terr.  
 Permanent Address, if different from present address: \_\_\_\_\_  
 Email Address rekiyahvirgo@yahoo.com

### EMPLOYMENT DESIRED

Position applying for: \_\_\_\_\_ Salary desired: 10.00

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? \_\_\_\_\_

*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							
PM		<u>1:30</u>	<u>1:30</u>	<u>1:30</u>	<u>1:30</u>		

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?
DeLaSalle High School	Kansas City, MO	12	yes
Concorde Career College	Kansas City, MO	currently enrolled	
Do you have any special licenses, certificates or special training? If so please list under "Special."		<input checked="" type="radio"/> YES	NO
Are you computer literate? If so, list software knowledge under "Special."		<input checked="" type="radio"/> YES	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 checked="" 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 Centrix Call Center Solutions  
 Type of Business Call center Telephone No. (913) 744-3400 Supervisor's Name Lydell Gladson  
 Your Position and Duties CSR / Handling customer complaints

Dates of Employment: From 01/2018 To 04/2018

Reason for Leaving: Started School/College

Name and Address of Employer Sunrise Parochial Pre-K Academy  
 Type of Business Daycare Telephone No. (913) Supervisor's Name Bakari  
 Your Position and Duties Center Support Staff / Child Care Assistant

Dates of Employment: From 08/2017 To 11/2017

Reason for Leaving: Seeking a change in career

Name and Address of Employer Burlington Coat Factory

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Type of Business Store

Telephone No. (913) 268-1101

Supervisor's Name David

Your Position and Duties Sales Associate / Cashier

Dates of Employment: From 11/2016 To 03/2017

Reason for Leaving: Seasonal

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: \_\_\_\_\_

## 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: Tay Tiana Daniels

Telephone No. (816) 885-7511

Address \_\_\_\_\_

Occupation: CSR

Relationship: Friend

Number of Years Acquainted: 6

Name: Megashia Jackson

Telephone No. (816) 806-8671

Address \_\_\_\_\_

Occupation: CSR

Relationship: Friend

Number of Years Acquainted: 5

Name: Shyrica Miller

Telephone No. (816) 499-9146

Address \_\_\_\_\_

Occupation: Esthetician

Relationship: Friend

Number of Years Acquainted: 10

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

RH 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.

RH 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.

RH 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.

RH 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.

RH 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**

Rekya L. Horton

**Date**

6/20/18

Name: ReKiyah Horton

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 ☒ Daily ☐ Weekly
  - b) Toilets and latrines ☒ Daily ☐ Weekly
  - c) Carpets in guest rooms ☒ Daily ☐ Weekly
  - d) Carpets in offices ☒ Daily ☐ Weekly
  - e) Soiled linen ☒ Daily ☐ 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?

Change the bedding
10. What do you do if you find Lost and Found items in a guest rooms?

Return it / Turn it in
11. Describe the difference between a disinfectant and a cleaning solution?

Disinfectant just disinfects the area  
a cleaning solution will actually  
clean the area.





## Case Verification Number: 2018176185037BB

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:** Rekiyah Horton

**Date of Birth:** 09/18/1998

**U.S. Social Security Number:** \*\*\*-\*\*-6737

**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