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Summary: A distinguished representative of customer and merchandise assistance; and bilingual English/ Spanish.

Job Objective: INFORMATION AND ADMINISTRATIVE SUPPORT , 7 months experience

Experience:

Job Title: Customer Service

Employer: Sears, Chula Vista, CA

Dates: 1/05 to 8/05

Duties: Provided customer service; answering their question and doubts, worked as part of a team to facilitate the customer's immediate purchasing visit.

Skills: CUSTOMER SERVICE, CASH REGISTER, BILINGUAL, PEER COUNSELOR, MS OFFICE, Q & A PRODUCT SUPPORT

Education: High School/GED

CA Drivers License Class: C (passenger car)

Willing to relocate: Yes

Additional Comments: Have delivered a satisfactory customer and associate service with real one to one experience.

References: Available on request

Dishwasher Test

Score / 10

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

b 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, chafing dishes)
d) Harsh chemicals
e) All of the above

g 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

C 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

I 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

b 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

Multiple Choice (1 point each)

c 1) A gallon is equal to ____ ounces
a. 56
b. 145
c. 32
d. 128

b 2) Mesclun are what type of vegetable?
a. Roots
b. Beans
c. Salad Greens
d. Spices

a 3) What does the term braise mean?
a. Sear quickly on both sides
b. Slowly cook in covered pan with little liquid
c. Cook on high heat and quickly
d. Slowly cook in simmering water

b 4) At what internal temperature must chicken be cooked so that it is safe to eat?
a. 155 degrees F
b. 165 degrees F
c. 175 degrees F
d. 185 degrees F

a 5) How do you blanche vegetables?
a. Immerse for a short time in boiling water
b. Cook lightly in butter over med heat
c. Soak in cold water overnight
d. Rub with salt before cooking

c 6) Which of the following ingredients would you pack before measuring?
a. Olive Oil
b. Salt
c. Brown Sugar
d. White Sugar

d 7) What is Al Dente?
a. Firm but not hard
b. Soft to the touch
c. Very hard
d. Very soft

a 8) Food should be left out no more than
a. 2 hours
b. 3 hours
c. 4 hours
d. 5 hours

Prep Cooks Test

d 9) Which is the improper way to thaw frozen food?

- a. In the fridge
- b. In a sink with cold water
- c. On the counter
- d. In the microwave

a 10) Which of the following can you use to put out a grease fire?

- a. Baking Soda
- b. Baking Powder
- c. Flour
- d. Water

c 11) What is the temperature range of the danger zone?

- a. 25-135
- b. 40-140
- c. 50-160
- d. 30-130

d 12) Which of the following is listed from smallest to largest?

- a. Dice, chop, mince
- b. Mince, chop, dice
- c. Chop, dice. Mince
- d. Mince, dice, chop

b 13) Which direction should pan handles be turned while cooking on the stove?

- a. Over the fire at all times
- b. Turned towards you for better control
- c. Turned towards the right or left at all times
- d. Over the countertop at all times

c 14) When you poach something, you cook it with what?

- a. Noodles
- b. Vegetables
- c. Liquid
- d. Oil

a 15) Which spoon is used to remove fat from soups and stews

- a. Basting Spoon
- b. Ladle
- c. Slotted Spoon
- d. Portion Spoon

b 16) Which of the following means to cook in a small amount of fat?

- a. Season
- b. Sauté
- c. Broil
- d. Boil
- e. Fry

b 17) What is a Julien cut?

- a. Food cut into long thin strips, matchstick
- b. Food cut into long thin strips then turned and cut into a 1/8" dice
- c. Food diced into finely chopped and uniform pieces
- d. Cutting and peeling into oblong seven sided football like shapes

a 18) To cook a food in a pan without browning over low heat until the item softens and releases moisture.

- a. Sweat
- b. Boil
- c. Roast
- d. Grill

Fill-in the Blank (1 point each)

19) Salt & pepper are the basic seasoning ingredients for all savory recipes.

20) Chop : to cut into very small pieces when uniformity of size and shape is not important.