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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

- 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, chaffing dishes)
  - d) Harsh chemicals
  - e) All of the above
- a 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
- e 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
- u 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)**

50.1.

- 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 blanch 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

## Prep Cooks Test

- 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.