

# TIA MARIE MONTGOMERY

## Contact Information:

(408) 832-3472

[tia.mariee1229@gmail.com](mailto:tia.mariee1229@gmail.com)

4192 Ridgebrook way,  
San Jose, CA 95148

## Profile

I am an accountable, creative, enthusiastic, and responsible Customer Service Driven Cashier with a strong background in safe, clean cafe operations. I have been very effective in providing a high level of customer service in high customer volume environments. Throughout my employment history, although it may not be extensive, I have successfully worked with high customer volumes in a fast paced and kept a positive/motivated attitude while being a team player.

## Experience

### October 2017 - Current

#### Cashier/Food Runner, Mikayla's Cafe, Santa Clara, CA

- Providing customers with excellent customer service and hospitality.
- Taking and delivering orders to customers.
- Created custom drinks and prepped food when needed.
- Collecting correct payment and ringing up customer's purchases.
- Maintained a clean, organized, and well stocked station.
- Communicate efficiently and professionally to team members.

## Education

### High School Diploma

Andrew Hill High School, 2018

## Skills

POS Systems, Customer Service, Hospitality, Fast Paced Environment,

## 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 Tia Marie Montgomery Date: 8 - 25 - 18  
 Home Telephone (409) 832-3472 Other Telephone ( ) \_\_\_\_\_  
 Present Address 4192 Ridgebrook Way  
 Permanent Address, if different from present address: \_\_\_\_\_  
 Email Address Tia.Mariee.1229@gmail.com

EMPLOYMENT PREFERENCE

Position applying for: Food Service Salary desired: \$17

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 Isabelle Simmons 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? 8 - 28 - 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	7		7	7	7		
PM							

Do you have any vacations or extended leaves planned in the next 12 months? If so, please list dates: \_\_\_\_\_

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

Isabelle Simmons, Friend

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

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 some and conviction records.

EDUCATION & SKILLS

NAME OF SCHOOL	CITY & STATE	GRADE OR DEGREE COMPLETED	DID YOU GRADUATE?
Andrew P Hill High School	San Jose, CA		Yes
Do you have any special licenses, certificates or special training? If so please list under "Special".		YES	NO
Are you computer literate? If so, list software knowledge under "Special".		YES	NO
Are you proficient with Point of Sales Systems? If, so please list which ones under "Special".		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	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 Mikayla's Cafe 2209 Tasman Dr, Santa Clara, CA 950

Type of Business Restaurant Telephone No. (408) 988-8803 Supervisor's Name \_\_\_\_\_

Your Position and Duties Cashier, Host, Waitress

Dates of Employment: From October To Current

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

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: \_\_\_\_\_

Name and Address of Employer \_\_\_\_\_

Type of Business \_\_\_\_\_ Telephone No. (\_\_\_\_) Supervisor's Name \_\_\_\_\_

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

# Interview Note Sheet

## Applicant Information

Name: Tia Montgomery  
Date: 08/25/2018

Interviewer: Alana

Position (s) Applied for: Cashier / Concessions  
Cashier

Rate of Pay:

Referred by: Isabelle Simmons

## Test Scores

Server	/35	%	Bartender	/30	%
Prep Cook	/15	%	Barista	/10	%
Grill Cook	/40	%	Cashier	/10	%
Dishwasher	/10	%	Housekeeping	/16	%

Seeking:

Full-Time

Part-Time

FOR  
now

## Relevant Experience & Summary of Strengths

### Knife Skills

Mikayla's Cafe ~ 1 year

Total of \_\_\_\_\_ in Food Service

- still employed here Mon & Fri only
- Cashier / host / server / busser
- Barista, latte, thai tea, blended drinks
- take orders, serve food, food runner

### Cuisines

1  
2  
3

ROTC - 2 years

1  
2  
3

chair, helped with fundraiser + events  
getting license soon  
share cars

needs FHC

P.O.S. Experience: Y / N details: \_\_\_\_\_

## Transportation

Car

Public Transit

Carpool ( Rider ) / Driver )

## Regions Available to work:

SF City

SF North

SF Peninsula

East Bay

Outer East Bay

San Jose

South San Jose

SJ Peninsula

## Certifications (if any)

TiPS

Serv-Safe

LEAD

Other \_\_\_\_\_

Will Submit

## Availability

Open

AM only

PM only

Weekdays only

Weekends only

Details:

morning or mid

## 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:

**Cashier Test**

**Score 13 / 15**

81 2

B 1) A roll of quarters is worth?  
a) \$5.00  
b) \$10.00  
c) \$15.00  
d) \$20.00

A 2) A roll of dimes is worth?  
a) \$5.00  
b) \$4.00  
c) \$3.00  
d) \$2.00

D 3) A roll of nickels is worth?  
a) \$8.00  
b) \$6.00  
c) \$4.00  
d) \$2.00

C 4) A roll of pennies is worth?  
a) \$1.00  
b) \$0.75  
c) \$0.50  
d) \$0.25

C 5) What does POS stand for?  
a) Patience over standards  
b) Percentage of sales  
c) Point of sales  
d) People over service

C 6) What is the current sales tax rate in your city \_\_\_\_\_?

C 7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?  
a) \$4.06  
b) \$2.06  
c) \$7.06  
d) \$5.06

B 8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?  
a) \$19.50  
b) \$14.50  
c) \$9.50  
d) \$4.50

D 9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?  
a) \$6.00  
b) \$8.00  
c) \$10.00  
d) \$12.00

A 10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?  
a) \$78.50  
b) \$58.50  
c) \$38.50  
d) \$28.50

Servers Test

Multiple Choice

D 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

A 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 dinning 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

D Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

G Queen Mary

B. 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)

C Chaffing Dish

C. Used to hold a large tray on the dining floor

E French Passing

D. Area for dirty dishware and glasses

B Russian Service

E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

F. Used to open bottles of wine

A Tray Jack

G. Style of dining in which the courses come out one at a time

✓ 8