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# 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,

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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.

Full Name Tia Marie Montgomery Date: 8-25-18  
Home Telephone (408) 832-3472 Other Telephone ( ) \_\_\_\_\_  
Present Address 4142 Ridgebrook Way  
Permanent Address, if different from present address: \_\_\_\_\_  
Email Address Tia.Mariee123@gmail.com

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 any 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	<del>NO</del>
Are you computer literate? If so, list software knowledge under "Special."		YES	<del>NO</del>
Are you proficient with Point of Sales Systems? If, so please list which ones under "Special."		<u>YES</u>	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."		<u>YES</u>	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: <u>Tia Montgomery</u>	Interviewer: <u>Alaura</u>
Date: <u>08/26/2018</u>	Rate of Pay:
Position (s) Applied for: <u>Cashier / concessions server</u>	Referred by: <u>Isabelle Simmons</u>

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

Seeking:
Full-Time
<u>Part-Time</u>

for now

## Relevant Experience & Summary of Strengths

<u>Knife Skills</u>	<u>Mikayla's case ~ 1 year</u>	Total of _____ in Food Service
	- still employed here Mon & Fri only	
	- cashier / host / server / busser	
<u>Cuisines</u>	- Barista, latte, thai tea, blended drinks	
	- take orders, serve food, food runner	
<u>Stations:</u>	ROTC - 2 years	
	choir, helped with fundraiser + events	
	getting license soon	
	share cars	<u>needs FHC</u>

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

## Transportation

Car Public Transit Carpool (Rider) / Driver

## Regions Available to work:

SF City San Jose SF North South San Jose SF Peninsula SJ Peninsula East Bay Outer East Bay

## 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

87%

- 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
- 6 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

Name Tia Marie Montgomery  
Score 18/35

**Servers Test**

-17

**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 dining 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

51%

**Match the Correct Vocabulary**

- |                          |   |
|--------------------------|---|
| <u>D</u> Scullery        | <u>A</u> Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>G</u> Queen Mary      | <u>B</u> 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) |
| <u>C</u> Chaffing Dish   | <u>E</u> Used to hold a large tray on the dining floor  |
| <u>E</u> French Passing  | <u>D</u> Area for dirty dishware and glasses  |
| <u>B</u> Russian Service | <u>F</u> Large metal shelving unit for prepared food to be held or for dirty trays to be stored   |
| <u>F</u> Corkscrew       | <u>G</u> Used to open bottles of wine   |
| <u>A</u> Tray Jack       | <u>C</u> Style of dining in which the courses come out one at a time  |

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