

# ELIZABETH SAPP

311 Elmwood Ave Fl.2, East Orange, NJ 07108 |  
(862)766-7912

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## OBJECTIVE

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To obtain a job in retail within a moderate to high volume location of sales allowing me to utilize my knowledge of customer service as well as completing required daily tasks necessary both independently and as part of a team.

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## EXPERIENCE

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Barnes and Noble Booksellers

Café Lead | April 2014-August 2016

- ◆ Barista
- ◆ Cashier
- ◆ Upselling Merchandise
- ◆ Customer Service
- ◆ Training of New Hires
- ◆ Completing Monthly Inventory Counts
- ◆ Entering Weekly Food Orders
- ◆ Merchandising
- ◆ Assisting with Store Events
- ◆ Light Baking
- ◆ Supervising

Piercing Pagoda

Assistant Manager | January 2011-January 2014

- ◆ Completing Yearly Inventory Counts
- ◆ Upselling
- ◆ Training

- ◆ Cashier
- ◆ Merchandising
- ◆ Emergency Ordering
- ◆ Interviewing
- ◆ Supervising

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## **EDUCATION**

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Penn Foster Online| March 2018- Current

Major: Early Childhood Education Associate Degree

Penn Foster Online| November 2016- April 2017

Major: Pharmacy Tech

East Orange Campus High School| 2008

High School Diploma

GPA: 3.50

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## **AWARDS AND ACKNOWLEDGEMENTS**

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- ◆ Barnes and Noble most reliable employee for café 2015
- ◆ Piercing Pagoda's highest sales reaching above store's goal 2013

C 1) After brewing a pot or kettle of coffee how long is the coffee good for until you need to re-brew?

- a) 20 minutes
- b) 30 minutes
- c) 60 minutes

85%

B 2) What are the basic ingredients of a Latte?

- a) Milk, Espresso, Whipped Cream
- b) Espresso, Steamed Milk
- c) Water, Espresso, and Foam

✓

B 3) When making cup of tea for a customer, how long should you tell the customer to let the tea bags steep?

- a) 2 minutes
- b) 4 minutes
- c) 5 minutes

✓

C 4) When steaming milk for a beverage, what temperature should you steam the milk to?

- a) 150-160 degrees
- b) 190-200 degrees
- c) 120-130 degrees

X

A 5) Once an Espresso Shot has been pulled from an Espresso machine, how long do you have to mix the shot with other liquid before the shot goes bad?

- a) 8 seconds
- b) 20 seconds
- c) 10 seconds

X

C 6) What do you do if a customer says their latte does not taste like there is espresso in it?

- a) Tell them you made the drink according to the recipe so it should be fine
- b) Apologize to the customer, then add another shot of espresso to their drink and encourage the customer to return
- c) Apologize to the customer and remake their drink according to standards
- d) Walk away and have another barista remake their drink

✓

B 7) You can re-steam milk \_\_\_\_\_?

- a) Only Once
- b) Never
- c) Sometimes
- d) Always

✓

C 8) What is the proper ratio of coffee grounds to water?

- a) 2 Tablespoons coffee to 6oz water
- b) 2 Tablespoons coffee to 8oz water
- c) 1 Tablespoon coffee to 6oz water
- d) 2 Teaspoons coffee to 8oz water

✓

C 9) A customer requests a non-dairy coffee beverage and you are out of soy, what actions do you take?

- a) Make their drink with regular milk and hope they do not notice
- b) Apologize and ask the customer to come back tomorrow
- c) Apologize and inform the customer we are out of soy, and offer a beverage alternative
- d) Inform your manager we are out of soy

✓

B

10) Decaffeinated coffee is 100% caffeine free?

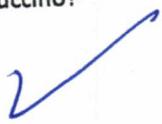
- a) True
- b) False



B

11) What are the basic ingredients in a cappuccino?

- a) Coffee, Milk, Foam
- b) Espresso, Foam
- c) Espresso, Steamed Milk, Foam
- d) Espresso, Cream, Foam



A

12) What is a café au lait?

- a) Coffee, Steamed Milk
- b) Coffee, Cold Milk
- c) Coffee, Cream, Sugar
- d) Espresso, Cold Milk



C

13) What does "half caf" mean?

- a) Half cream and half regular milk
- b) Half as much coffee as normal
- c) Half regular and half decaf coffee



B

14) What does it mean when a customer requests their cappuccino "dry"?

- a) Less milk and more foam
- b) No milk and lots of foam
- c) Extra foam
- d) No foam and no milk



B

15) What is an Americano?

- a) Regular drip coffee
- b) Espresso with water
- c) Coffee with cream
- d) Iced coffee





Debbie McKee &lt;debbie@acrobotoutsourcing.com&gt;

## Re: Employment Application New Jersey

JotForm <noreply@jotform.com>  
Reply-To: clark.elizabeth028@gmail.com  
To: debbie@acrobotoutsourcing.com, josephine@acrobotoutsourcing.com

Fri, Sep 7, 2018 at 2:21 PM

### Employment Application New Jersey

First Name	Elizabeth
Last Name	Sapp
E-mail Address	clark.elizabeth028@gmail.com
Phone	8627667912
Address	311 Elmwood Ave.
Unit or Number	2
City, State	East Orange, New Jersey
Zip Code	07018
What region(s) are you applying to work within?	New Jersey
Which position(s) are you applying for?	Barista
Are you applying for:	Full-Time Part-Time
When can you start?	09-15-2018
Can you work overtime?	Yes
How did you hear about us?	Google
If you were referred, please tell us by whom:	
What days/times can you work? Select all that apply:	Monday AM Tuesday AM Tuesday PM Wednesday AM Thursday AM Friday AM Saturday AM Saturday PM Sunday AM
Do you have any planned vacations or extended leave in the next 12 months? (If no, leave blank)	
Have you ever applied to or worked for Acrobat before?	No

Do you have any friends or relatives working for Acrobat? If so, please let us know who:

If hired, would you have reliable means of transportation to and from work? Yes

If hired, can you present evidence of your legal right to live and work in this country? Yes

State age if under 18. If you are under 18, hire is subject to verification that you are of minimum age to work.

Are you able to perform the essential functions of the job for which you are applying? Yes

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.)

Name of School East Orange Campus High School

City & State East Orange, New Jersey

Grade/Degree High School Diploma

Graduated? Yes

Do you have any special licenses? (If so, label under "Special") No

Are you computer literate? (If so, label which programs under "Special") Yes

Are you proficient with Point of Sale systems? (If so, label which under "Special") Yes

Do you have any experience, training, qualifications or special skills? (If so, label under "Special") Yes

Special: Barista management for 2 years serving Starbucks drinks and products at a licensed location in Livingston Mall's Barnes and Noble Booksellers.

Are you currently employed? No

Can we contact your current employer? No

Name and Address of Employer Barnes and Noble Booksellers  
**112 Eisenhower Parkway Livingston, New Jersey**  
07039

Type of Business	Barista and food service
Phone Number	(973) 758-1310
Your Position & Duties	Cafe Lead: Barista, Cashier, Training new employees, Complete monthly inventory counts with accuracy, Merchandising, Light Baking, Input Monthly food orders for delivery, Input regular weekly and emergency milk orders, assist in store events with coffee and snacks, provide great customer service, returns and exchanges
Date of Employment (from/to):	April 2014- August 2018
Reason for Leaving	Maternity time and focus on full time parenting with new child
Still Employed:	No
Name and Address of Employer	Piercing Pagoda 112 Eisenhower Parkway Livingston, New Jersey 07039
Type of Business	Retail Jewelry and Ear Piercing
Phone Number	
Your Position & Duties	Assistant Manager: Cashier, Ear piercing, Complete accurate yearly inventory counts, Merchandising, Training new employees, Interviewing, Create employee goals based off expected daily goals, track monthly goals and train when necessary for higher selling numbers, provide great customer service, returns and exchanges
Date of Employment (from/to):	January 2011-January 2014
Reason for Leaving	New Job Opportunity
Still Employed:	No
Name and Address of Employer	Hallmark 1400 Willowbrook Blvd. Wayne, NJ 07470
Type of Business	Retail
Phone Number	
Your Position & Duties	Cashier Merchandising Customer Service
Date of Employment (from/to):	December 2012- January 2013
Reason for Leaving	Seasonal
Still Employed:	No
Have you ever been fired from a previous place of employment? If yes, please explain:	No
Have you obtained any special skills or abilities as the result of service in the military? If yes, please explain:	

First Name	Shaniel
Last Name	Champagnie
E-mail Address	<a href="mailto:shanielchampagnie@gmail.com">shanielchampagnie@gmail.com</a>
Phone	973-568-2369
Relationship:	Past Co worker
Years Acquainted:	6
First Name	Sunneybeth
Last Name	Estrada
E-mail Address	
Phone	973-508-9063
Relationship:	Past Co worker
Years Acquainted:	2
First Name	Liniece
Last Name	Easterling
E-mail Address	
Phone	973-640-9534
Relationship:	Past Co worker
Years Acquainted:	2

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.

(Checked box indicates acknowledgement)

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

(Checked box indicates acknowledgement)

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.

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.

(Checked box indicates acknowledgement)

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.

(Checked box indicates acknowledgement)

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.

(Checked box indicates acknowledgement)

I hereby acknowledge that I  (Checked box indicates acknowledgement)  
have read and understand  
the above statements.

Applicant Digital Signature  
(Type Name): Elizabeth Sapp

Date: 09-07-2018

Please Attach Resume  
Below

You can [edit this submission](#) and view all your submissions easily.

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## Interview Note Sheet

## Applicant Information

Name: Elizabeth Sapp  
 Date: 9/10/18  
 Position (s) Applied for: Barista

Interviewer: Dibble McFee  
 Rate of Pay: 11.00 per hour  
 Referred by: Indeed

Total Scores				Seeking		
Server	/35	%	Bartender	/30	%	
Prep Cook	/15	%	Barista	12/15	80	Full-Time
Grill Cook	/40	%	Cashier	/10	%	Part-Time
Dishwasher	/10	%	Housekeeping	/15	%	

## Relevant Experience &amp; Summary of Strengths

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

2 years @ licensed Starbucks & Barnes  
Noble.

Thu & Sat am open  
all other days would prefer morning  
shifts. due to daycare (childcare)

\* Excellent candidate - very excited about the  
opportunity.

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

## Transportation

Car

Public Transit

Carpool ( Rider / Driver )

## Regions Available to work:

North NJ

South NJ

Central NJ

Jersey Shore

## 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

Kives

Black Pants

Non-Slip Shoes

Bow Tie

Other: \_\_\_\_\_

Other Languages Spoken:

Would you recommend this applicant for Acrobat  
Academy?

Convention Candidate?