

Stepany Tambunan

460 South Spring Street #712
Los Angeles, CA 90013
(310) 804-7768 | skatharina@me.com

OBJECTIVE:

Service-oriented individual devoted to providing excellent customer service, effective communication, and exceptional teamwork abilities. Interested in applying my skills in the hospitality profession.

SKILLS SUMMARY:

- Fourteen years of experience in providing the highest level of customer service
- Works well under pressure in a fast-paced environment
- Hard working, punctual and dependable
- Exceptional interpersonal and organizational skills
- Bilingual in English and Indonesian

PROFESSIONAL EXPERIENCE:

Belajar Bersama Sjors Foundation

February 2015 – February 2016

Jakarta, Indonesia

Volunteer

- Taught Children mathematics, reading and other subjects
- Provided supervision over the children as well as activities to keep them entertained

Hyatt Hotel

August 2014 – August 2015

Jakarta, Indonesia

Nurse

- On duty nurse who would see hotel guests and employees for any medical problems
- Professional knowledge of medical treatments and procedures
- Focused heavily on customer service and care for the patients

Self Employed

June 2014 – August 2015

Jakarta, Indonesia

Vendor

- Performed daily store opening, closing, and clothing procedures
- Recommended, selected and helped locate merchandise based on customers' needs and desires
- Established relationships with customers

Elizabeth Clinic

September 2001 – January 2010

Jakarta, Indonesia

Nurse

- Performed medical procedures such as injections, blood draws and treating of wounds
- Counseled patients regarding medications and conducted follow ups via phone
- Managed accurate medical documentation for patients
- Trained and supervised new employees

EDUCATION:

Santa Monica College– General Studies

Present

Santa Monica, CA

Hospitality Training Academy - English Second Language for Hospitality

June 2018

Los Angeles, CA

Harapankita – Nursing License

June 2001

Jakarta, Indonesia

University Persada – Bachelor of Arts in Psychology

June 2011

Jakarta, Indonesia

1) A roll of quarters is worth?

- ☒ a) \$5.00
- ☒ b) \$10.00
- c) \$15.00
- d) \$20.00

2) A roll of dimes is worth?

- ☒ a) \$5.00
- b) \$4.00
- c) \$3.00
- ☒ d) \$2.00

3) A roll of nickels is worth?

- a) \$8.00
- ☒ b) \$6.00
- c) \$4.00
- d) \$2.00

4) A roll of pennies is worth?

- ☒ a) \$1.00
- b) \$0.75
- c) \$0.50
- d) \$0.25

5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- ☒ c) Point of sales
- d) People over service

6) What is the current sales tax rate in your city _____?

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

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

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

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

11) Counterfeit pens should be used on which three denominations?

- a) \$20, \$50, \$100
- b) \$10, \$20, \$50
- c) \$5, \$50, \$100
- d) \$10, \$20, \$50

12) How many times should you count change when giving it to the customer?

- a) one
- b) two
- c) three
- d) no need to count

Question & Answer:

13) What is the minimum age for legal alcohol purchases? 21 years

14) What are the acceptable forms of ID for alcohol purchases? ID issue by gov, passport, DL

15) How many \$20 bills are in a bank band? 10