

Joyce Vicario

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Objective:

To strengthen my education, to obtain new skills and experiences.

Professional Skills:

Adobe Photoshop, Adobe Illustrator, Food handlers license, Animation

Highlights:

Excellent communication skills, friendly, outgoing, can work independently or cooperate with team members, experienced in customer service, organized, reliable, responsible

Education:

Chaffey High School- Graduated May 25, 2017- ([1245 N Euclid Ave, Ontario, CA 91762](https://www.chaffey.org/1245-N-Euclid-Ave-Ontario-CA-91762))

Experience:

Ambassador souvenir shop, *Watts*, May 10, 2018-Present

1.) Manger 2.) Cashier 3.) Customer service 4.) Inventory

Locol, *Watts*, *May 14,2018-September 3,2018*

1.) cashier 2.)dishwashing 3) cook

UPS Seasonal Driver Helper, *cerritos company*, Nov 13- Dec. 31,2017

1.) Unload/loading trucks 2.) Package delivery 3.) Organizing packages

Finnikin catering Service, *family business*, 2013-2015

1.) Waitress/hostess 2.) Unload/load food 3.) Help setup

Babysitter, *many local families*, 2012-2016

Volunteer work:

The Reverence Project(victims advocate), *watts*, May 5, 2018 - present

Pet Shelter, *El sobrante*, 2015-2016(During the Summer)

YMCA Guidance Counselor, *El sobrante*, 2014-2016 (During the Summer)

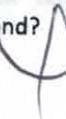
Interest:

Reading, Writing, Hiking, animation

Multiple Choice

C B

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



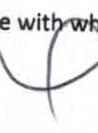
C X

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



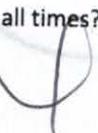
C B

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



B

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

A

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)

A Chaffing Dish



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

B French Passing



D. Area for dirty dishware and glasses

E 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

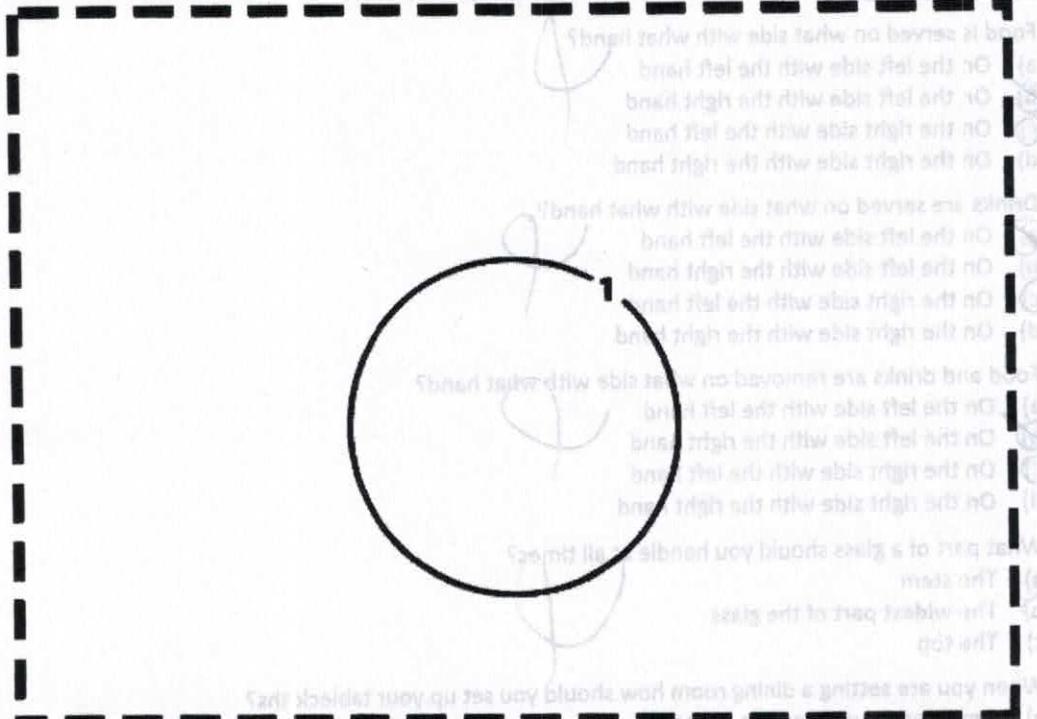
C Tray Jack



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

Name _____
Servers Test

Score / 35



Draw a formal place setting containing all of the following:

1. Service Plate	7. Teaspoon	13. Water Glass
2. Salad Plate	8. Soup Spoon	14. Red Wine Glass
3. Bread Plate & Knife	9. Salad Fork	15. White Wine Glass
4. Napkin	10. Dinner Fork	
5. Name Place Card	11. Dessert Fork	
6. Tea/Coffee Cup & Saucer	12. Dinner Knife	

Fill in the Blank

1. The utensils are placed _____ inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? _____
3. Synchronized service is when: _____
4. What is generally indicated on the name placard other than the name? _____
5. The Protein on a plate is typically served at what hour on the clock? _____
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Cashier Test

Score / 15

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

D

A 4) A roll of pennies is worth?

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

B 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

21%

21%

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?

$$\begin{array}{r}
 1.25 \\
 0.90 \\
 0.79 \\
 \hline
 2.94
 \end{array}
 \quad
 \begin{array}{r}
 1.25 \\
 0.90 \\
 0.79 \\
 \hline
 2.94
 \end{array}
 \quad
 \begin{array}{r}
 1.25 \\
 0.90 \\
 0.79 \\
 \hline
 2.94
 \end{array}
 \quad
 \begin{array}{r}
 10.00 \\
 -2.94 \\
 \hline
 7.06
 \end{array}$$

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?

$$\begin{array}{r}
 10.50 \\
 10.50 \\
 \hline
 21.00
 \end{array}
 \quad
 \begin{array}{r}
 7.25 \\
 7.25 \\
 \hline
 14.50
 \end{array}
 \quad
 \begin{array}{r}
 7.25 \\
 7.25 \\
 \hline
 14.50
 \end{array}
 \quad
 \begin{array}{r}
 50.00 \\
 -21.00 \\
 -14.50 \\
 \hline
 14.50
 \end{array}$$

- a) \$19.50
- b) \$14.50
- c) \$7.06
- d) \$5.06

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

$$\begin{array}{r}
 3.75 \\
 3.75 \\
 \hline
 7.50
 \end{array}
 \quad
 \begin{array}{r}
 1.25 \\
 1.25 \\
 \hline
 2.50
 \end{array}
 \quad
 \begin{array}{r}
 2.50 \\
 2.50 \\
 \hline
 5.00
 \end{array}
 \quad
 \begin{array}{r}
 3.25 \\
 3.25 \\
 \hline
 6.50
 \end{array}
 \quad
 \begin{array}{r}
 3.75 \\
 3.75 \\
 \hline
 7.50
 \end{array}
 \quad
 \begin{array}{r}
 1.25 \\
 1.25 \\
 \hline
 2.50
 \end{array}
 \quad
 \begin{array}{r}
 2.50 \\
 2.50 \\
 \hline
 5.00
 \end{array}
 \quad
 \begin{array}{r}
 3.25 \\
 3.25 \\
 \hline
 6.50
 \end{array}
 \quad
 \begin{array}{r}
 15.00 \\
 6.50 \\
 \hline
 21.50
 \end{array}
 \quad
 \begin{array}{r}
 3.25 \\
 3.25 \\
 \hline
 6.50
 \end{array}
 \quad
 \begin{array}{r}
 15.00 \\
 6.50 \\
 \hline
 21.50
 \end{array}$$

Cashier Test

Score / 15

A 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

b 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

14) What are the acceptable forms of ID for alcohol purchases? Driver license

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

Housekeeping Test

1. During which of the following situation(s) should you wear gloves?
 - a) When handling disinfectant solutions
 - b) When cleaning guest rooms
 - c) When handling soiled linen
 - d) When handling or disposing of waste
 - e) All of the above
2. Which of the following should be cleaned daily?
 - a) Chairs, lamps, and tables
 - b) Tabletops, bed, and handrails
 - c) Grab bars, light, tops of doors and counters
 - d) Floors, sinks, toilets, and latrines
 - e) All of the above
3. True or False: You do not need to use a separate cloth for cleaning bathrooms.
4. True or False: Dusting is most commonly used for cleaning walls, ceiling, doors, windows and furniture.
5. Should the following be cleaned daily or weekly? Circle one.

a) Floors	Daily/ Weekly
b) Toilets and latrines	Daily/ Weekly
c) Carpets in guest rooms	Daily/ Weekly
d) Carpets in offices	Daily/ Weekly
e) Soiled linen	Daily/ Weekly
6. The best way to clean the floors:
 - a) Scrubbing
 - b) Dry sweeping and dusting
 - c) Sweeping, mopping and dusting
 - d) Wet mopping
7. What should 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 up immediately
 - d) Not sure
8. The proper procedure for cleaning spills of blood and other body fluids is:
 - a) Wearing gloves, clean with cloth soaked in chlorine solution and follow up with disinfectant solution
 - b) Find the janitor on- duty and ask him to clean it up
 - c) Grab whatever is closest and wipe up immediately, then mark "Biohazard"
 - d) Nothing
9. What do you do if you encounter with bed bugs in a guest room?
Tell the front desk and notify which room has encountered bed bugs. Remove any sheets so they can be cleaned.
10. What do you do if you find Lost and Found items in a guest rooms?
Give the items found to the front desk and tell them which room it was found in.
11. Describe the difference between a disinfectant and a cleaning solution?
Disinfectant is used to clean bacteria on surfaces. Cleaning Solution can clean surfaces such as windows or tabletops. It can clean any certain types of spills or Substances.

