

# FRANCIS ESTERAS

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## SUMMARY

A team player who will contribute constructively with a company/organization that will benefit from my experience and work ethic. I always have the hunger to learn and have proven myself to be coachable. With a keen sense of life, I am looking to put my skills and abilities to good use in an entry-level leadership position in a customer service setting.

## KEY STRENGTHS

▪ Assertive Communication	▪ Proactive Decision Making
▪ Integrity/Work Ethic	▪ Trust Building
▪ Participative Leadership	▪ Sense Of Urgency
▪ Computer Savvy	▪ Natural Love For Life
▪ Team Player	▪ Accepting To Obstacles/ Challenges

## SKILLS & ABILITIES

### ORGANIZATION/PLANNING SKILLS

- Identify and assess needs, draft plans, prioritize steps, implement actions, and evaluate outcome.
- Find a productive routine to keep maintenance of my surroundings, and then adapt to apply it in the workplace.
- A constant neat-freak, I truly find satisfaction in a clean and organized environment.
- With my proactive decision making, I establish clear goals while inspiring team work.

### COMMUNICATION

- Use assertive communication towards customers, co-workers, clients, and all diverse groups to seek a positive outcome.
- Genuinely care for others and lend a hand to help those in need through volunteer activities.
- Employ sincerity, and respect for differences to build trust toward others.

### LEADERSHIP

- Willing to own responsibility and accept accountability.
- Consider past experiences, customer/company needs when problem solving and decision making.
- Accepting to new ideas, constructive criticism and helpful advice from others.
- Encouraging participation from team members to help build a better environment.

## EXPERIENCE

POT RESTAURANT / POT CAFÉ | 10K HOSPITALITY | 2013-2018

3515 Wilshire Boulevard, Los Angeles, California 90010

## EDUCATION

HS DIPLOMA | GRADUATED 2013 | CENTRAL HS: ELYSIAN VALLEY BRANCH

2812 Newell Street, Los Angeles, California 90039

CURRENT STUDENT | 2015-PRESENT | EAST LOS ANGELES COLLEGE

- Sociology (01, 02)  
1301 Avenida Cesar Chavez, Monterey Park, California 91754



**Cashier Test**

**Score** 13/15

B

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

13

~~20%~~

87%

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

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 \_\_\_\_\_?

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

## Cashier Test

Score / 15

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

14) What are the acceptable forms of ID for alcohol purchases? CALIFORNIA / DRIVERS LICENSE

15) How many \$20 bills are in a bank band? 100