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## **Objective**

My desired goal is to become a positive aspect in the work force. To obtain and learn more skills to grow and become a better leader while working in this profession.

## **Ability Summary**

I have great customer service skills, great communication skills, able to lift 50pounds, outstanding sales skills, good with cashiers and fantastic hosting skills. with thoes skills i am able to manage and achieve anything that i put my mind to. The primary task of a person with good customer service and great communication skills is to create a welcoming and warm inviorment for guests as they enter the premises. A host is responsible for greeting patrons and guest, seating them on a suitable table as well as supporting the food serves.

## **Employment History**

### **Event Staffing**

08/2017 - 04/2018

Kesha Jones

Lancaster, CA

Hosting, Sales Associate, Security and Customer Service Rep. When the customers came into the event i assigned them to their desired locations. When it comes to sales associate i handled cash transactions keeping track of all the money, greeted customers, responded to any questions that they may have wanted to know about the store or store product that they may have wanted to purchase and also improving engagements with merchandise and providing outstanding customer service.

## **Education and Training**

<b>Completion Date</b>	<b>Issuing Institution</b>	<b>Location</b>	<b>Degree Received</b>	<b>Course of Study</b>
06/2016	Academy Learn4Life	palmdale, CA	High School Diploma	General High School Curriculum

## **References Available on Request**



# Dishwasher Test

90%

- C 1) After washing your hands, which item should be used to dry them?
- a) Clean apron
  - b) Sanitized wiping cloth
  - c) Single use paper towel
  - d) Common used cloth

- B 2) While washing dishes by hand, which item should you wear?
- a) Cutting glove
  - b) Oven Mitt
  - c) Rubber glove
  - d) Nothing

- d 3) When should you wash your hands?
- a) Before you start work
  - b) After handling non-food items (garbage, money, cleaning chemicals)
  - c) After using the restroom
  - d) All of the above

- B 4) If you need to move a heavy load, you should PULL and not PUSH the object.
- a) True
  - b) False

- E 5) Which of the following could you be at risk for getting burned from?
- a) Steam from boiling pots
  - b) Hot liquids (coffee, soup, tea)
  - c) Hot equipment (ovens, pots, chaffing dishes)
  - d) Harsh chemicals
  - e) All of the above

- A 6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.
- a) True
  - b) False

- C 7) What should you 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 immediately
  - d) Not sure

- C 8) When handling hot items you should?
- a) Wear rubber gloves
  - b) No need to wear anything
  - c) Use an oven mitt or dry cloth towel
  - d) Nothing

- C 9) If you are using a three-compartment sink for cleaning and sanitizing, the second sink is used for?
- a) Rinsing
  - b) Scraping
  - c) Washing
  - d) Sanitizing

- C 10) What is the proper method for cleaning and sanitizing stationary equipment?
- a) Spray with a strong cleaning solution and wipe with a sanitized cloth
  - b) Spray with a sanitizing solution, then rinse with clean water and dry
  - c) Wash and rinse, then wipe or spray with a chemical-sanitizing solution
  - d) Brush off loose soil with a clean cloth, then wipe with a sanitizing solution



**Cashier Test**

**Score / 15**

B

1) A roll of quarters is worth?

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

-4

73%

B

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

7.25

6) What is the current sales tax rate in your city 7.25% 9.5

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**

- B 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 1/2 Over
- 14) What are the acceptable forms of ID for alcohol purchases? California Id, Drivers License
- 15) How many \$20 bills are in a bank band? 5 100