

Adriana Sanchez

Los Angeles, CA
sanchezadriana1819@gmail.com
3235978470

Experienced Cashier bringing enthusiasm, dedication, and an exceptional work ethic. Trained in customer service with knowledge of hosting, line server, and server. High energy and outgoing with a dedication to a positive guest relations.

Authorized to work in the US for any employer

Work Experience

Cashier

Hometown Buffett - Lakewood, CA
February 2018 to Present

Greet and charge customers in courteous manner, answer telephone and in-person inquiries, maintain a clean and safe work area, address customer complaints promptly and professionally, assist in different roles when needed such as line serving and server.

Hostess

Ronnie's Diner - Culver City, CA
November 2017 to April 2018

Greeted and seated diners in a courteous manner, operated POS system to report customer orders and print checks, communicated customer orders and special request to the kitchen, cleaned and cleared tables after use, responded to customer questions regarding items on the menu, maintained a clean and safe work environment.

Cashier/Customer Service

Jack in the Box - Los Angeles, CA
October 2016 to November 2017

Operated POS system to report customer orders and print checks, greeted and charged customers in a courteous manner, responded to customer questions regarding items on the menu, communicated customer orders and special requests to the kitchen, maintained a clean and safe work area, assisted in food preparation when required.

Education

Some High School

Skills

Fast Food, Customer Service, Food Service, Team Member

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

A

- 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

- 6) What is the current sales tax rate in your city 11.50?

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

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 & over

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

15) How many \$20 bills are in a bank band? 25

Multiple Choice

- B 1) Food is served on what side with what hand? -1
80%
 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
- D 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
- D 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
- A 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
- D 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

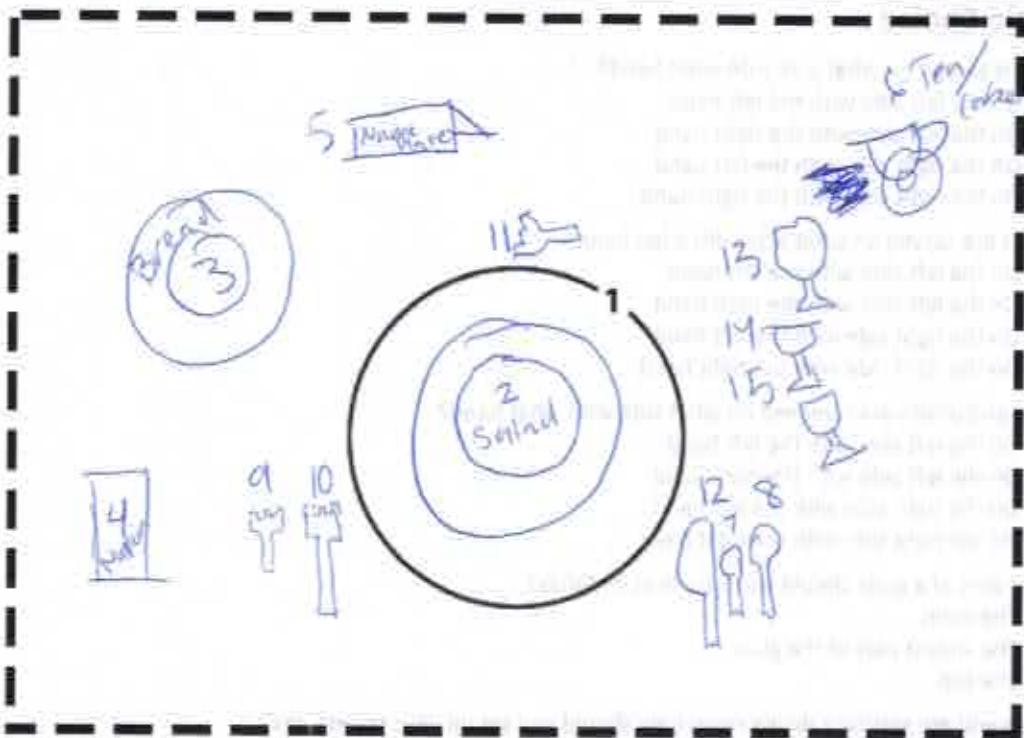
Match the Correct Vocabulary

- | | |
|--------------------------|--|
| <u>D</u> Scullery | A Metal buffet device used to keep food warm by heating it over warmed water |
| <u>G</u> 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) |
| <u>E</u> Chaffing Dish | C Used to hold a large tray on the dining floor |
| <u>B</u> French Passing | D Area for dirty dishware and glasses |
| <u>A</u> Russian Service | E Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | F Used to open bottles of wine |
| <u>C</u> Tray Jack | G Style of dining in which the courses come out one at a time |

Name Adrian Soncher

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 1 5 inch(es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Cream & sugar
3. Synchronized service is when: Done All together & same time
4. What is generally indicated on the name placard other than the name? Number or First
5. The Protein on a plate is typically served at what hour on the clock? 3 o'clock
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Let Captain know then go to kitchen