

Kamy A.  
PILLOW STUDIO

## Tonishia Branom

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WORK POP

562-229  
8474

### SKILLS

- Over 10 years of experience in customer service
- Punctual, fast learner with excellent attention to detail
- Self-motivated and able to complete tasks with little supervision
- Gets along well with all types of people works well from written and verbal instructions, individually or as part of a team
- Able to take direction, communicate effectively and complete tasks in a timely manner

### FUNCTIONAL AREA OF EXPERTISE

#### *Customer Service*

- Conferred with customers in person to provide information about products and services, take and enter orders and cancel orders, and obtain details of complaints
- Examined trays to ensure that they contain required items
- Checked to ensure that appropriate changes were made to resolve customers' problems
- Kept records of customer interactions and transactions, recording details of inquiries, complaints, as well as actions taken and reported back to the supervisor
- Compiled and balanced cash receipts at the end of the day or shift
- Resolve customers' service and billing complaints by performing activities such as exchanging merchandise, refunding money, and adjusting bills
- Determine charges for services requested, and collected payments
- Cleaned or sterilized dishes, kitchen utensils, equipment, and facilities
- Stocked service stations with items such as ice, napkins, and straws and removed trays and stacked dishes for return to kitchen after meals were finished
- Served food or beverages to patrons, and prepared and served specialty dishes at tables as required
- Performed cleaning duties such as sweeping, mopping, and washing dishes, to keep equipment and facilities sanitary

### EMPLOYMENT HISTORY

<b>Hairstylist</b> Self-Employed, Los Angeles, CA	2007-Present
<b>Facilitator for Bathrooms and Food Prep</b> Union Rescue Mission, Los Angeles, CA	2016
<b>Personal Care Aid and Childcare Worker</b> Self-Employed, Los Angeles, CA	2007-2010
<b>Crew Member</b> Burger King, Los Angeles, CA	2007
<b>Crew Member</b> KFC, Los Angeles, CA	2007

### EDUCATION AND PROFESSIONAL DEVELOPMENT

<b>Certificate of Completion, Job Search Preparation Program</b> Chrysalis, Los Angeles, CA	2017
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## 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

- 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

- C 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

- 9.5  
7.25  
7.25 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**

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? california ID

15) How many \$20 bills are in a bank band? 50