

KAMY A.

Paint STUDIO

# Tonishia Brandom

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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

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

## EDUCATION AND PROFESSIONAL DEVELOPMENT

Certificate of Completion, Job Search Preparation Program Chrysalis, Los Angeles, CA	2017
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**Cashier Test**

**Score 13 / 15**

86%

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

b 6) What is the current sales tax rate in your city 7.25?

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