

Karen Mativa

1424 South Long Beach Blvd A
Compton, California
(424)521-5363
kmativa31@gmail.com

Summary

1 year exp in Retail and Customer Service, outgoing and detail oriented. I am proficient at building and maintaining professional relationships. Im a very hard working person, very dedicated to my job, employees and customers. Work in a very fast pace environment. Reliable and a quick learner. Great communication skills. I have 1 year experience in Concession stands, server, busser, cook, kitchen

Education

Long Beach Jordan High School

High School Diploma

Graduated June 2006

I graduated with 4.7gpa and was awarded Excelent Achievement

Employment History

Walmart

Cashier

October 2015 – January 2016

cashiering, front end zoning, great communication skills, people person, retial, opening cash registers, training, go back from front to back zones

Walmart

Customer Service Rep

January 2016 – December 2016

Assisting Customers with returns, Great Communication skills, Great people skills, open Cash and closed registers, training

Forever 21 factory

picking, packing, data entry

January 2017 – November 2017

Picking, packing,, labeling, data entry, scanning and stocking. I work hard everyday and is a team player. I am dedicated to my work and peers.

F&B Innovations (levy)

Cashier, concession stands

December 2017 – Present

i work events for the rosebowl, staple center, and convention center. i work as a cashier, Lead, Server, Busser, kitchen, cook, concession stands. Great communication skills. POS experienced. Pick up cash and drop cash.

Hobbies & Interests

I excel at teamwork and have leadership skills. Very fit and enjoy differnt challenges.

Professional Skills

Communication Skills: Advanced

Ability to work under pressure: Expert

Dependability: Expert

References

Felicia Jones

Supervisor

F&B Innovations

(213) 926-8004
fjmeow64@yahoo.com
Elijah Holmes
Co-Workers
Staffing
(310) 438-0110

Karen Maliva
1424 South Long Beach Blvd A
Compton, CA 90221
(562) 523-8181
kmaliva1@gmail.com

Summary

I am a hard worker, reliable, and honest individual. I am currently looking for a job in the retail or service industry. I have a strong background in customer service and sales. I am a team player and I am always willing to learn and grow. I am a motivated individual and I am always looking for new challenges. I am a hard worker and I am always willing to go above and beyond for my employer. I am a reliable individual and I am always on time for work. I am a team player and I am always willing to help my colleagues. I am a motivated individual and I am always looking for new challenges. I am a hard worker and I am always willing to go above and beyond for my employer. I am a reliable individual and I am always on time for work. I am a team player and I am always willing to help my colleagues.

Education

Long Beach Jordan High School
High School Diploma
Graduated June 2006
I graduated with a diploma and received a letter of commendation.

Employment History

Wal-Mart
Cashier
October 2013 - January 2014
Responsible for front end and training new employees. I was responsible for the cashier position and I was always willing to help my colleagues. I was a team player and I was always willing to go above and beyond for my employer. I was a reliable individual and I was always on time for work. I was a motivated individual and I was always looking for new challenges. I was a hard worker and I was always willing to go above and beyond for my employer. I was a reliable individual and I was always on time for work. I was a team player and I was always willing to help my colleagues.

Wal-Mart
Customer Service Rep
January 2014 - December 2014
Responsible for customer service and training new employees. I was responsible for the cashier position and I was always willing to help my colleagues. I was a team player and I was always willing to go above and beyond for my employer. I was a reliable individual and I was always on time for work. I was a motivated individual and I was always looking for new challenges. I was a hard worker and I was always willing to go above and beyond for my employer. I was a reliable individual and I was always on time for work. I was a team player and I was always willing to help my colleagues.

Wal-Mart
Cashier
January 2015 - November 2015
Responsible for front end and training new employees. I was responsible for the cashier position and I was always willing to help my colleagues. I was a team player and I was always willing to go above and beyond for my employer. I was a reliable individual and I was always on time for work. I was a motivated individual and I was always looking for new challenges. I was a hard worker and I was always willing to go above and beyond for my employer. I was a reliable individual and I was always on time for work. I was a team player and I was always willing to help my colleagues.

Wal-Mart
Cashier
December 2015 - Present
Responsible for front end and training new employees. I was responsible for the cashier position and I was always willing to help my colleagues. I was a team player and I was always willing to go above and beyond for my employer. I was a reliable individual and I was always on time for work. I was a motivated individual and I was always looking for new challenges. I was a hard worker and I was always willing to go above and beyond for my employer. I was a reliable individual and I was always on time for work. I was a team player and I was always willing to help my colleagues.

Hobbies & Interests

I am a hard worker and I am always willing to go above and beyond for my employer. I am a reliable individual and I am always on time for work. I am a team player and I am always willing to help my colleagues. I am a motivated individual and I am always looking for new challenges. I am a hard worker and I am always willing to go above and beyond for my employer. I am a reliable individual and I am always on time for work. I am a team player and I am always willing to help my colleagues.

Professional Skills

Communication Skills: Advanced
Ability to work under pressure
Teamwork: Excellent

References

John Doe
Jane Smith
Bob Johnson

Karen Mativa Prep Cooks Test

Multiple Choice (1 point each)

- D 1) A gallon is equal to _____ ounces
- a. 56
 - b. 145
 - c. 32
 - ☒ d. 128
- C 2) Mesclun are what type of vegetable?
- a. Roots
 - b. Beans
 - ☒ c. Salad Greens
 - d. Spices
- B 3) What does the term braise mean?
- a. Sear quickly on both sides
 - ☒ b. Slowly cook in covered pan with little liquid
 - c. Cook on high heat and quickly
 - d. Slowly cook in simmering water
- B 4) At what internal temperature must chicken be cooked so that it is safe to eat?
- a. 155 degrees F
 - ☒ b. 165 degrees F
 - c. 175 degrees F
 - d. 185 degrees F
- A 5) How do you blanch vegetables?
- ☒ a. Immerse for a short time in boiling water
 - b. Cook lightly in butter over med heat
 - c. Soak in cold water overnight
 - d. Rub with salt before cooking
- C 6) Which of the following ingredients would you pack before measuring?
- a. Olive Oil
 - b. Salt
 - ☒ c. Brown Sugar
 - d. White Sugar
- A 7) What is Al Dente?
- ☒ a. Firm but not hard
 - b. Soft to the touch
 - c. Very hard
 - d. Very soft
- A 8) Food should be left out no more than
- ☒ a. 2 hours
 - b. 3 hours
 - c. 4 hours
 - d. 5 hours
- C 9) Which is the improper way to thaw frozen food?
- a. In the fridge
 - b. In a sink with cold water
 - ☒ c. On the counter
 - d. In the microwave

Prep Cooks Test

- A 10) Which of the following can you use to put out a grease fire?
- ☒ Baking Soda
 - Baking Powder
 - Flour
 - Water
- B 11) What is the temperature range of the danger zone?
- 25-135
 - ☒ 40-140
 - 50-160
 - 30-130
- D 12) Which of the following is listed from smallest to largest?
- Dice, chop, mince
 - Mince, chop, dice
 - ☒ Chop, dice, Mince
 - Mince, dice, chop
- C 13) Which direction should pan handles be turned while cooking on the stove?
- Over the fire at all times
 - Turned towards you for better control
 - ☒ Turned towards the right or left at all times
 - Over the countertop at all times
- C 14) When you poach something, you cook it with what?
- Noodles
 - Vegetables
 - ☒ Liquid
 - Oil
- C 15) Which spoon is used to remove fat from soups and stews?
- Basting Spoon
 - ☒ Ladle
 - Slotted Spoon
 - Portion Spoon
- D 16) Which of the following means to cook in a small amount of fat?
- Season
 - ☒ Sauté
 - Broil
 - Boil
 - Fry
- A 17) What is a Julien cut?
- ☒ Food cut into long thin strips, matchstick
 - Food cut into long thin strips then turned and cut into a 1/8" dice
 - Food diced into finely chopped and uniform pieces
 - Cutting and peeling into oblong seven sided football like shapes
- X 18) To cook a food in a pan without browning over low heat until the item softens and releases moisture.
- ☒ Sweat
 - Boil
 - Roast
 - Grill

Fill-in the Blank (1 point each)

Prep Cooks Test

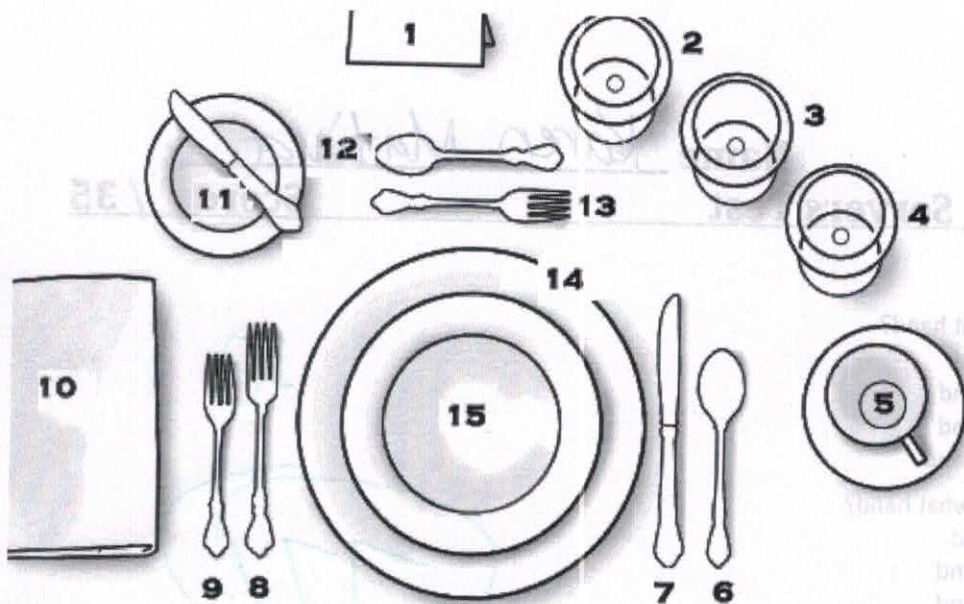
- 19) salt & pepper are the basic seasoning ingredients for all savory recipes.
- 20) chop: to cut into very small pieces when uniformity of size and shape is not important.

Multiple Choice

- B 1) Food is 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
- C 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
- B 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 dining 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>C</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>A</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>G</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>E</u> Tray Jack | G. Style of dining in which the courses come out one at a time |



Score / 35

Match the Number to the Correct Vocabulary

- | | |
|-----------|------------------------------|
| <u>8</u> | Dinner Fork |
| <u>5</u> | Tea or Coffee Cup and Saucer |
| <u>7</u> | Dinner Knife |
| <u>11</u> | Wine Glass (Red) |
| <u>9</u> | Salad Fork |
| <u>14</u> | Service Plate |
| <u>3</u> | Wine Glass (White) |

- | | |
|-----------|-----------------------|
| <u>10</u> | Napkin |
| <u>11</u> | Bread Plate and Knife |
| <u>1</u> | Name Place Card |
| <u>12</u> | Teaspoon |
| <u>13</u> | Dessert Fork |
| <u>6</u> | Soup Spoon |
| <u>15</u> | Salad Plate |
| <u>8</u> | Water Glass |

Fill in the Blank

- The utensils are placed 12 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? sugar and cream
- Synchronized service is when: elegant style for small gourmet service in concert
- What is generally indicated on the name placard other than the name? Date seat number
- The Protein on a plate is typically served at what hour on the clock? 6
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

go to back and get it and talk to the supervisor