

Employment Application

Acrobat Outsourcing is an equal opportunity employer dedicated to non-discrimination in all employment practices. Acrobat Outsourcing selects the best qualified individual for the job based on job-related qualifications regardless of race, age (40+), color, religion, gender, national origin, ancestry, marital status, sexual orientation, disability or any other status protected by applicable law.

PLEASE PRINT

Full Name Norman Payne Date: 2-25-2019

Home Telephone (510) 829-1850 Other Telephone ()

Present Address 2030 Mission Street #26

Permanent Address, if different from present address:

Email Address norman.payne23@gmail.com

EMPLOYMENT DESIRED

Position applying for: Cashier, Server, Prep Cook, Line Cook Salary desired: OPEN

Are you currently registered with any staffing and/or employment agencies? If so, please list

NO

Are you applying for: Full-time work? Yes No Part-time work? Yes No

Temporary work, e.g., summer or holiday work? Yes No From: _____ To: _____

How did you find out about our open position? (Please check fill in proper name of source):

Referral Name of Referral _____ Newspaper Job Fair Agency Company Website

Other Web Posting Other Source

Could you work overtime, if necessary? Yes No If hired, on what date could you start working?

Please keep in mind that schedules and shifts may vary depending on position and season. Additionally, the hours may vary from week to week, depending on the company needs. Please list only the times/days you're available to work below.

SPECIFY HOURS AVAILABLE DAILY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
AM	<u>8 AM</u>	<u>3 PM</u>					
PM	<u>11 PM</u>						

Do you have any vacations or extended leaves planned in the next 12 months? If so, please list dates:

PERSONAL INFORMATION

Have you ever applied to or worked for Acrobat Outsourcing before? Yes No If yes, when?

Do you have friends or relatives working for Acrobat Outsourcing? Yes No If yes, please state name and relationship

If hired, would you have a reliable means of transportation to and from work? Yes No

If hired, can you present evidence of your legal right to live and work in this country? Yes No

State age if you are under 18 _____. If you are under 18, hire is subject to verification that you are of minimum legal age to work.

Are you able to perform the essential functions of the job for which you are applying? Yes No

If no, describe the functions that cannot be performed. (Note: We comply with the ADA and consider reasonable accommodation measures that may be necessary for eligible applicants/employees to perform essential functions.)

Pursuant to any and all Fair Chance Ordinances, we will consider for employment qualified applicants with arrest and conviction records.

EDUCATION & SKILLS

NAME OF SCHOOL	CITY & STATE	GRADE OR DEGREE COMPLETED	DID YOU GRADUATE?
City College of SF.	San Francisco, CA.	AA	YES
Galileo High	San Francisco, CA.	12	YES
Do you have any special licenses, certificates or special training? If so please list under "Special".		YES	NO
Are you computer literate? If so, list software knowledge under "Special."		YES	NO
Are you proficient with Point of Sales Systems? If so please list which ones under "Special."		YES	NO
Do you have any other experience, training, qualifications or special skills, which you feel make you especially suited for work at Acrobat Outsourcing? If so, please list under "Special."		YES	NO
Special: <i>Customer Service, Custodial, Cashier, Food Prep</i>			

EMPLOYMENT HISTORY

List below all present and past employment starting with your most recent employer (last 10 years is sufficient). Account for unemployment periods of three months or more.

Are you currently employed? Yes No If so, may we contact your current employer? Yes No

Name and Address of Employer *San Francisco Towers - 1661 Pine Street - SF - CA.*

Type of Business *Non Profit* Telephone No. () Supervisor's Name

Your Position and Duties *Custodial or Janitorial*

Dates of Employment: From 4-2017 To Current

Reason for Leaving:

Name and Address of Employer *Express Employment Service*

Type of Business *Temp Agency* Telephone No. () Supervisor's Name

Your Position and Duties *Labor, Stock Clerk*

Dates of Employment: From 8-2016 To 12-2017

Reason for Leaving: *Working Full Time with better benefits at SF Towers*

Name and Address of Employer *Airserv - Hartsfield Jackson Airport in Atlanta*

Type of Business *Cleaning Service* Telephone No. () Supervisor's Name

Your Position and Duties *Custodial or Janitorial*

Dates of Employment: From March 2015 To June 2016

Reason for Leaving:

Moving out of state (To California)

Name and Address of Employer

Type of Business _____

Telephone No. (____) _____ Supervisor's Name

Your Position and Duties

Dates of Employment: From _____ To _____

Reason for Leaving:

Have you ever been fired from any previous place of employment? If so, please explain:

MILITARY SERVICE

Have you obtained any special skills or abilities as the result of service in the military?

Yes No

If so, describe:

JOB RELATED REFERENCES

List below three persons not related to you who have knowledge of your work performance within the last three years.

Name: Glenda Green Telephone No. (510) 875-4577

Address

Occupation: Housekeeper Relationship: Friend Number of Years Acquainted: 3

Name: Valiree Phillips-Tomlinson Telephone No. (415) 756-3200

Address

Occupation: Retired Relationship: Friend Number of Years Acquainted: 50

Name: Yvette Burnside Telephone No. (415) 626-1919x204

Address

Occupation: Counselor, Program Relationship: Friend Number of Years Acquainted: 28

Please Read Carefully, Initial Each Paragraph and Sign Below

NP

I hereby certify that I have not knowingly withheld any information that might adversely affect my chances for employment and that the answers given by me are true and correct to the best of my knowledge. I further certify that I, the undersigned applicant, have personally completed this application. I understand that any omission or misstatement of material facts on this application or on any document used to secure employment shall be grounds for rejection of this application or for immediate discharge if I am employed, regardless of the time elapsed before discovery.

NP

I hereby authorize Acrobat Outsourcing to thoroughly investigate my references, work record, education and other matters related to my suitability for employment and, further, authorize the references I have listed to disclose to the company any and all letters, reports and other information related to my work records, without giving me prior notice of such disclosure. In addition, I hereby release the company, my former employers and all other persons, corporations, partnerships and associations from any and all claims, demands or liabilities arising out of or in any way related to such investigation or disclosure.

NP

I hereby authorize Acrobat Outsourcing and its authorized representatives to solicit information regarding my background, which may include but not be limited to, information about my employment, education, and/or criminal history, which may be in the files of any federal, state, or local criminal justice and law enforcement agency and general public records history.

NP

I understand that if selected for hire, it will be necessary for me to provide satisfactory evidence of my identity and legal authority to work in the United States, and that federal immigration laws require me to complete an I-9 form in this regard within three days of my hire date.

NP

Acrobat Outsourcing is an at-will employer. I understand that nothing contained in the application, or conveyed during any interview, which may be granted or during my employment, if hired, is intended to create an employment contract between me and the company. In addition, I understand and agree that if I am employed, my employment is for no definite or determinable period and may be terminated at any time, with or without prior notice, with or without cause, at the option of either myself or the company, and that no promises or representations contrary to the foregoing are binding on the company unless made in writing and signed by me and the company's designated representative.

I hereby acknowledge that I have read and understand the above statements.

Applicant's Signature

Norman Payne

Date

2-25-2019

N O R M A N P A Y N E
San Francisco, CA
(510) 829-1850 * normanpayne23@gmail.com

SUMMARY

- Professional custodian with four years of experience and licensed in the state of California. Known for thoroughness in maintaining facilities and grounds according to health and safety standards.

QUALIFICATIONS

- Customer service professional with extensive years of experience
- Extensive years of experience as a custodian
- Superb leadership and conflict resolution skills
- Well organized and manages time wisely
- Proficient in MS Office computer software
- Excellent cash handling and record keeping skills
- Able to lift, push, and pull 50lbs-65lbs

EMPLOYMENT

Custodial, San Francisco Towers -San Francisco, CA 08/2016-12/2017

- Responsible for maintaining the general cleanliness of all the general areas of the building.
- Assists with setting up for special events in the activities room.

General Labor, Events, Stock Clerk- Express Pros, San Francisco, CA 08/2016-12/2017

- Construction site clean-up; and event set up and monitoring/hosting.
- Stocking merchandise in hardware store, and assisting customers when needed.

Custodian-Airserv-Hartsfield Jackson Airport, Atlanta, GA 2015

- Cleaned the airport gate areas where passengers boarded the planes.
- Cleaned and sanitized the hallways and men's restrooms.
- Assisted travelers with directions throughout the airport when needed.

Customer Service Representative-Ross Department Store, Atlanta, GA 2004-2006

- Investigated customer complaints about merchandise, service, billing, and credit ratings.
- Operated cash register to itemize and total customers' purchases.
- Collected cash /checks, charged payments from customers, and made change for cash transactions.
- Reviewed price sheets to note price changes and sale items.
- Recorded prices and departments subtotalized taxable items, totaled purchases on the cash register.
- Recorded daily transaction amounts from the cash register to balance the cash drawer.
- Cleaned main shopping area, storage room, and staff break room.

Assistant Janitorial Supervisor –Atlanta Civic Center, Atlanta, GA 2006-2007

- Supervised a staff of seven employees on all daily assignments.
- Cleaned and sanitized various corporate and entertainment venues.
- Monitored cleaning supplies in inventory and placed orders.

EDUCATION & TRAINING

Custodial Training Certificate, City College of San Francisco, San Francisco, CA

Acrobat

outsourcing

Your Hospitality Staffing Professionals
665 Third St., Suite 415 • San Francisco, CA 94107

First and Last Name: Norman Payne
Email: normanpayne23@gmail.com
Phone number: 510-829-1850

Working Experience:

Company Name: ESPN ZONE (ATLANTA, GA)

Dates of Employment: 1-2000 TO 1-2002

Job Responsibility: HOST @ SERVER

- - GREET GUESTS
- - GO TO KITCHEN TO GET ORDER
- - BRING ORDER TO CUSTOMERS
- - CLEAN TABLES, CHAIRS @ EATING AREA

Company Name: ESPN ZONE (ATLANTA, GA)

Dates of Employment: 1-2000 TO 1-2002

Job Responsibility: GAME PRO - CASHIER

- - RING UP GAME CARDS ON REGISTER
- - GIVE CHANGE TO CUSTOMERS WHEN NEEDED
- - TAKE PAYMENTS BY CASH, CREDIT, OR DEBIT
- - GIVE TOUR OF FACILITY

Company Name: MCDONALDS (GOLDEN GATE @ VAN NESS)

Dates of Employment: 8-2013 TO 8-2014

Job Responsibility: PREP FOOD

- - PREP FOOD FOR RESTAURANT
- - UNLOAD TRUCK EARLY MORNING
- - TAKE INVENTORY IN FREEZER @ FRIDGE

Skills

- - CASH OPERATING REGISTER
- - SERVE CUSTOMERS MEALS
- - PREP FOOD IN THE MORNING
- - GREET GUESTS

XB 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

A 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

C 6) What is the current sales tax rate in your city 20% ?

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

A 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

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

A

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? _____

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

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

Prep Cooks Test

Score / 20

Multiple Choice (1 point each)

C/

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

C/

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

B/

5) How do you blanche 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

D/

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

Prep Cooks Test

D

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

B

10) Which of the following can you use to put out a grease fire?

- a. Baking Soda
- b. Baking Powder
- c. Flour
- d. Water

B

11) What is the temperature range of the danger zone?

- a. 25-135
- b. 40-140
- c. 50-160
- d. 30-130

B

12) Which of the following is listed from smallest to largest?

- a. Dice, chop, mince
- b. Mince, chop, dice
- c. Chop, dice, Mince
- d. Mince, dice, chop

C

13) Which direction should pan handles be turned while cooking on the stove?

- a. Over the fire at all times
- b. Turned towards you for better control
- c. Turned towards the right or left at all times
- d. Over the countertop at all times

C

14) When you poach something, you cook it with what?

- a. Noodles
- b. Vegetables
- c. Liquid
- d. Oil

D

15) Which spoon is used to remove fat from soups and stews

- a. Basting Spoon
- b. Ladle
- c. Slotted Spoon
- d. Portion Spoon

C

16) Which of the following means to cook in a small amount of fat?

- a. Season
- b. Sauté
- c. Broil
- d. Boil
- e. Fry

B

17) What is a Julien cut?

- a. Food cut into long thin strips, matchstick
- b. Food cut into long thin strips then turned and cut into a 1/8' dice
- c. Food diced into finely chopped and uniform pieces
- d. Cutting and peeling into oblong seven sided football like shapes

B

18) To cook a food in a pan without browning over low heat until the item softens and releases moisture.

- a. Sweat
- b. Boil
- c. Roast
- d. Grill

Fill-in the Blank (1 point each)

19) _____ & _____ are the basic seasoning ingredients for all savory recipes.

20) _____: to cut into very small pieces when uniformity of size and shape is not important.

Multiple Choice

A

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

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

B

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

_____ Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

_____ 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)

_____ Chaffing Dish

C. Used to hold a large tray on the dining floor

_____ French Passing

D. Area for dirty dishware and glasses

_____ Russian Service

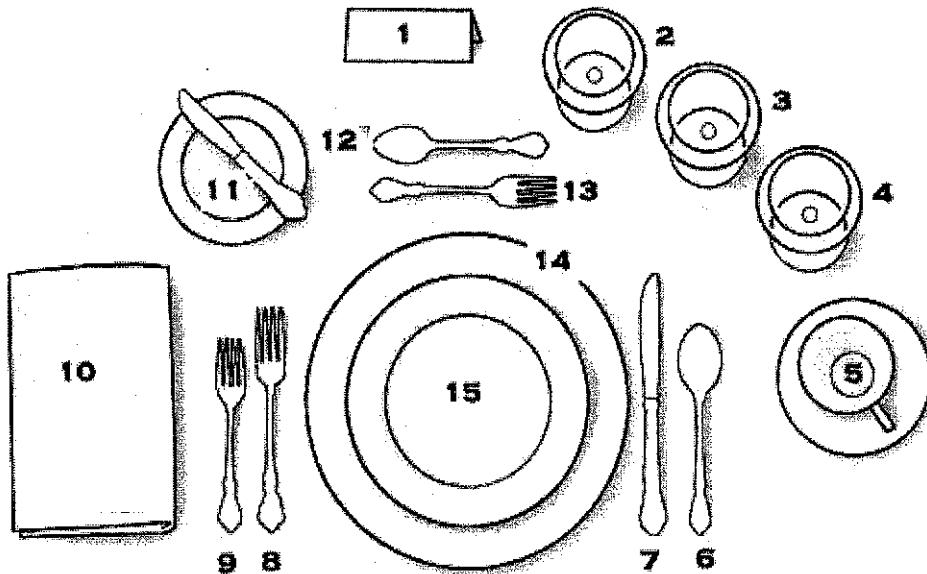
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

_____ Corkscrew

F. Used to open bottles of wine

_____ 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>2</u>	Wine Glass (Red)
<u>9</u>	Salad Fork
<u>14</u>	Service Plate
<u>3</u>	Wine Glass (White)

- 10 Napkin
- 11 Bread Plate and Knife
- 1 Name Place Card
- 12 Teaspoon
- 13 Dessert Fork
- 6 Soup Spoon
- 15 Salad Plate
- 4 Water Glass

Fill in the Blank

1. The utensils are placed 1 TO 2 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? CREAM AND SUGAR
3. Synchronized service is when: /
4. What is generally indicated on the name placard other than the name? /
5. 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?
PLACE THE ORDER IMMEDIATELY