

# 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 REPLY

Full Name Nana Kofi Incoom Date: 3/22/19  
Home Telephone (510) 779-4622 Other Telephone ( )  
Present Address 665 Larch way. SF, 94115 CA  
Permanent Address, if different from present address:  
Email Address Kofi.incoom22197@gmail.com

## EMPLOYMENT DESIRED

Position applying for: Barista Salary desired: \_\_\_\_\_

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 X 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	OPEN → NA						
PM							
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 ~~X~~ If yes, please state name and relationship

If hired, would you have a reliable means of transportation to and from work? Yes X 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 X 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?
Albany High School	Albany	GED / 12 <sup>th</sup>	Yes 2015
SFSU	San Francisco	Bachelors	No
Do you have any special licenses, certificates or special training? If so please list under "Special".		YES	<input checked="" type="radio"/> NO
Are you computer literate? If so, list software knowledge under "Special."		<input checked="" type="radio"/> YES	<input checked="" type="radio"/> NO
Are you proficient with Point of Sales Systems? If, so please list which ones under "Special."		<input checked="" type="radio"/> 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	<input checked="" type="radio"/> NO
Special: All Microsoft Office + Adobe photoshop illustrator Square, Starbucks POS, Vans POS,			

## 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

Type of Business \_\_\_\_\_ Telephone No. (\_\_\_\_) \_\_\_\_\_ Supervisor's Name \_\_\_\_\_  
Your Position and Duties \_\_\_\_\_

Dates of Employment: From \_\_\_\_\_ To \_\_\_\_\_

Reason for Leaving: \_\_\_\_\_

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Your Position and Duties \_\_\_\_\_

Telephone No. (\_\_\_\_) \_\_\_\_\_ Supervisor's Name \_\_\_\_\_

Dates of Employment: From \_\_\_\_\_ To \_\_\_\_\_

Reason for Leaving:

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

NO

**MILITARY SERVICE**

Have you obtained any special skills or abilities as the result of service in the military?  
If so, describe:

Yes \_\_\_\_\_ No ☒

**JOB RELATED REFERENCES**

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

Name: Phil Telephone No. (415) 535-9629

Address 657 Forbes South San Francisco CA

Occupation: Assistant Manager <sup>UPS</sup> Relationship: Supervisor Number of Years Acquainted: 1

Name: Khafre Jay Telephone No. (415) 202-4817

Address 517 55<sup>th</sup> St Oakland CA

Occupation: director Relationship: BOSS Number of Years Acquainted: 2

Name: Frances Telephone No. (760) 556-8660

Address NA 865 Market SF, CA

Occupation: Shift Lead Vans Relationship: Supervisor Number of Years Acquainted: 1

**Please Read Carefully, Initial Each Paragraph and Sign Below**

KI

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.

KI

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.

KI

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.

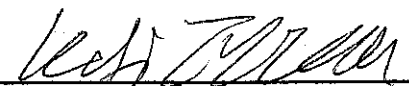
KI

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.

KI

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  Date 3/22/2019

## Kofi Incoom

Phone: 510.779.4622

Email: kofincoom22197@gmail.com

### References:

Phil (UPS): Phone: (415) 535-9629

Pedro (UPS): Phone (650) 636-6041

Khafre James (Hip Hop for Change): Phone: (415) 202-4817

Tony Santos (Vans): Phone: (415) 947-0897

### Employment Experience:

*Delivery Truck Driver (DOT Certified) at **United Postal Service**, South San Francisco*

November 2018 - Jan 2019 (seasonal position)

- Drove and operated package trucks upwards of 30ft long performing safety inspections before and after use and always safely securing the vehicle
- Maintained professional driver safety when on public roads throughout the season utilizing safe driving practices such as seeing habits, scanning for hazards, maintaining safe speeds and following distances, communicating in traffic with horn etc.
- Delivered of packages to customers in a timely and professional manner, maintaining high levels of customer service
- Worked in a timely fashion meeting package delivery deadlines
- Displayed efficient use of and understanding of handheld DIAD systems allowing for scanning and releasing packages, obtaining signatures and communicating with supervisors
- Received Collect On Delivery checks from customers and returned to the hub office at end of routes
- Safely returned and completed all end of day tasks including parking and emptying package truck, return of any collected checks, punch out and return of handheld DIAD systems

*Vans Sales Associate at **Vans Shoe Company**, San Francisco City Center*

November 2017 - November 2018

- Run the POS System (register)
- Maintain store standards (folding t shirt stacks, censoring apparel, organizing shoe wall etc)
- Address customers wants and needs
- Assist customers in finding appropriate size shoes and apparel
- Handle closing tasks (organizing and maintaining shoe wall standards, assist in counting out the registers at the end of the night, sweeping, dusting etc)
- Sort and organize stock room by alphabetical order
- Pitching promotional sales and items
- Track and log all personal KPI's (average dollar per sale, units per sale, total transactions)

*Grassroots Officer/Canvasser/Site Captain at **Hip Hop for Change**, Quilombo Oakland*

September 2016 - November 2017

- Stop and engage people in political conversations on the street (canvassing people) upwards of 30 people a day
- Deliver robust sales pitch around important social justice topics
- Dismantle such idea as the school to prison pipeline, the for profit prison system, and low income food deserts.
- Challenge patrons to donate as uncomfortably as possible upwards of \$300 dollar donations
- Proactively mention monthly donorship and its benefits to sustain the organization
- Train incoming canvassers on essential canvassing skills: stopping people on the street, response cycle unsure donors, providing them with the skills to deliver a concise pitch
- Oversee a group of 3-4 other canvasser's (manage site setup including, ensuring canvas team knows when and where to meet, where to place canvassers on each street corner, provide motivation and support in a team manner to improve overall donations for our group,)
- Conduct briefings during each 15 minute break (total of 4 during an eight hour shift) detailing successes, failures and how to improve each team members overall KPI's
- Collect, count and handle all cash donations received by all members of my canvassing group
- Manage cash deposits into the Hip Hop For Change bank account at the end of every workday

*Barista at **Starbucks**, Union Street San Francisco*

January 2016 - September 2016

- Ran the POS System (register)
- Handled the drink bar making hot and cold beverages
- Handled customer support tasks including: brewing coffee, Restocking cups, lids, ice, etc.
- Handled opening and closing tasks including: setting up and taking down of the pastry case, cleaning tasks, etc.
- Taking stock of incoming shipments and placing everything in their respective places

### Education and Volunteer Experience:

**San Francisco State University:** Fall of 2015 - Fall of 2016 (twenty-four units)

**Albany High School Graduate: Class of 2015**



B 1) After brewing a pot or kettle of coffee how long is the coffee good for until you need to re-brew?

- a) 20 minutes
- ☒ b) 30 minutes
- c) 60 minutes

B 2) What are the basic ingredients of a Latte?

- a) Milk, Espresso, Whipped Cream
- ☒ b) Espresso, Steamed Milk
- c) Water, Espresso, and Foam

B 3) When making cup of tea for a customer, how long should you tell the customer to let the tea bags steep?

- a) 2 minutes
- ☒ b) 4 minutes
- c) 5 minutes

C 4) When steaming milk for a beverage, what temperature should you steam the milk to?

- a) 150-160 degrees
- b) 190-200 degrees
- ☒ c) 120-130 degrees

A 5) Once an Espresso Shot has been pulled from an Espresso machine, how long do you have to mix the shot with other liquid before the shot goes bad?

- ☒ a) 8 seconds
- b) 20 seconds
- c) 10 seconds

C 6) What do you do if a customer says their latte does not taste like there is espresso in it?

- a) Tell them you made the drink according to the recipe so it should be fine
- b) Apologize to the customer, then add another shot of espresso to their drink and encourage the customer to return
- ☒ c) Apologize to the customer and remake their drink according to standards
- d) Walk away and have another barista remake their drink

B 7) You can re-steam milk \_\_\_\_\_?

- a) Only Once
- ☒ b) Never
- c) Sometimes
- d) Always

A 8) What is the proper ratio of coffee grounds to water?

- ☒ a) 2 Tablespoons coffee to 6oz water
- b) 2 Tablespoons coffee to 8oz water
- c) 1 Tablespoon coffee to 6oz water
- d) 2 Teaspoons coffee to 8oz water

C 9) A customer requests a non-dairy coffee beverage and you are out of soy, what actions do you take?

- a) Make their drink with regular milk and hope they do not notice
- b) Apologize and ask the customer to come back tomorrow
- ☒ c) Apologize and inform the customer we are out of soy, and offer a beverage alternative
- d) Inform your manager we are out of soy

B 10) Decaffeinated coffee is 100% caffeine free?

- a) True
- ☒ b) False

C 11) What are the basic ingredients in a cappuccino?

- a) Coffee, Milk, Foam
- b) Espresso, Foam
- ☒ c) Espresso, Steamed Milk, Foam
- d) Espresso, Cream, Foam

A 12) What is a café au lait?

- ☒ a) Coffee, Steamed Milk
- b) Coffee, Cold Milk
- c) Coffee, Cream, Sugar
- d) Espresso, Cold Milk

C 13) What does "half caf" mean?

- a) Half cream and half regular milk
- b) Half as much coffee as normal
- ☒ c) Half regular and half decaf coffee

A or B 14) What does it mean when a customer requests their cappuccino "dry"?

- ☒ a) Less milk and more foam
- ☒ b) No milk and lots of foam
- c) Extra foam
- d) No foam and no milk

B 15) What is an Americano?

- a) Regular drip coffee
- ☒ b) Espresso with water
- c) Coffee with cream
- d) Iced coffee