

Emoni Dafney

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### **Objective**

Sales Associate/Customer Service Representative who is highly energetic, outgoing, and detail-oriented. Handles multiple responsibilities, while providing exceptional customer service.

### **Highlights**

-People skills, Flexible schedule, excellent multi-tasker, Detail-oriented-Strong communication skills, Effective team player, Dependable and reliable, Mathematical aptitude.

### **Experience**

#### 8/15-7/24/15. Volunteered at a Summer Camp

Oakwood Recreation Center

767 California Ave. Venice, CA 90291

-Planned activities for Kids, went on trips, cooked, and clean.

#### 9/7/17-1/6/17 Seasonal Job at Toys "R" Us

11136 Jefferson Blvd, Culver City, CA 90230

-Informed customers about sales and promotions in a friendly engaging manner. Worked the cash registers, and provided customer service.

#### 2/3/17-1/15/19 CVS Pharmacy (Sales Associate)

12315 Venice Blvd Los Angeles, CA 90066

-Responsible for customer service, sales, advertising goods in flyers and posters, stocking merchandise on shelves, pricing items, vacuum facility, clean restrooms and cashiering.

## **Education**

Venice High School- High School Diploma (Class of 2016)

Attended West LA College for a few semesters.

**Cashier Test**

**Score** / 15

B

1) A roll of quarters is worth?

- \$5.00
- \$10.00
- \$15.00
- \$20.00

-2

A

2) A roll of dimes is worth?

- \$5.00
- \$4.00
- \$3.00
- \$2.00

671

D

3) A roll of nickels is worth?

- \$8.00
- \$6.00
- \$4.00
- \$2.00

C

4) A roll of pennies is worth?

- \$1.00
- \$0.75
- \$0.50
- \$0.25

100

C

5) What does POS stand for?

- Patience over standards
- Percentage of sales
- Point of sales
- 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?

- \$4.06
- \$2.06
- \$7.06
- \$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?

- \$19.50
- \$14.50
- \$9.50
- \$4.50

14.50      21.60  
+14.90      29  
-----  
39.50  
156.00  
-35.50  
-----  
120.50

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?

- \$6.00
- \$8.00
- \$10.00
- \$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?

- \$78.50
- \$58.50
- \$38.50
- \$28.50

\$1.50  
\$21.50  
\$3.75  
\$2.50  
\$3.25  
-----  
\$100.00

**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 1120

## Dishwasher Test

280/

C 1) After washing your hands, which item should be used to dry them?

- a) Clean apron
- b) Sanitized wiping cloth
- c) Single use paper towel
- d) Common used cloth

C 2) While washing dishes by hand, which item should you wear?

- a) Cutting glove
- b) Oven Mitt
- c) Rubber glove
- d) Nothing

D 3) When should you wash your hands?

- a) Before you start work
- b) After handling non-food items (garbage, money, cleaning chemicals)
- c) After using the restroom
- d) All of the above

A 4) If you need to move a heavy load, you should PULL and not PUSH the object.

- a) True
- b) False

E 5) Which of the following could you be at risk for getting burned from?

- a) Steam from boiling pots
- b) Hot liquids (coffee, soup, tea)
- c) Hot equipment (ovens, pots, chafing dishes)
- d) Harsh chemicals
- e) All of the above

A 6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.

- a) True
- b) False

C 7) What should you do if you spill liquids or see a liquid spill?

- a) Leave it for someone else to clean-up
- b) Wait until the end of your shift to clean it
- c) Flag the spill and clean it immediately
- d) Not sure

C 8) When handling hot items you should?

- a) Wear rubber gloves
- b) No need to wear anything
- c) Use an oven mitt or dry cloth towel
- d) Nothing

A 9) If you are using a three-compartment sink for cleaning and sanitizing, the second sink is used for?

- a) Rinsing
- b) Scraping
- c) Washing
- d) Sanitizing

B 10) What is the proper method for cleaning and sanitizing stationary equipment?

- a) Spray with a strong cleaning solution and wipe with a sanitized cloth
- b) Spray with a sanitizing solution, then rinse with clean water and dry
- c) Wash and rinse, then wipe or spray with a chemical-sanitizing solution
- d) Brush off loose soil with a clean cloth, then wipe with a sanitizing solution



85/87

Name Emmi Dafney

**Servers Test**

Score / 35

**Multiple Choice**

D

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

A

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

A

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**

E Scullery

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

G 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)

A Chaffing Dish

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

D French Passing

D. Area for dirty dishware and glasses

B Russian Service

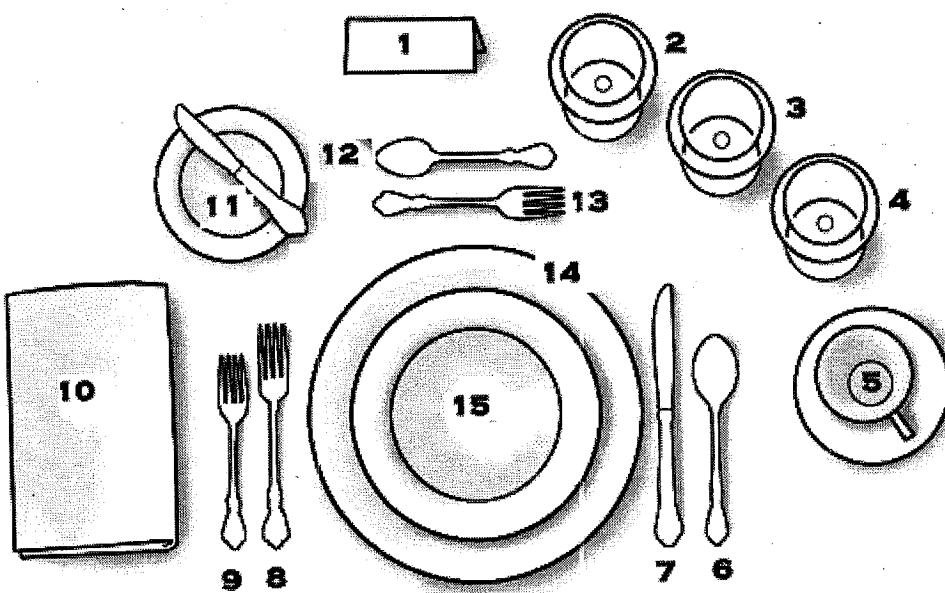
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

F. Used to open bottles of wine

C Tray Jack

G. Style of dining in which the courses come out one at a time



Emohi Dafney

Score / 35

**Match the Number to the Correct Vocabulary**

8 Dinner Fork

5 Tea or Coffee Cup and Saucer

1 Dinner Knife

7 Wine Glass (Red)

9 Salad Fork

14 Service Plate

3 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  
16 Water Glass

**Fill in the Blank**

1. The utensils are placed 6 inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? Condiments Sugar / milk

3. Synchronized service is when: You do things in a certain order

4. What is generally indicated on the name placard other than the name? Position

5. The Protein on a plate is typically served at what hour on the clock? 12

6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Give them a menu with those specialties

or give them suggestions.