

MARYLIN CHISM

♦ Los Angeles, CA ♦ m.chism19@gmail.com ♦ (562)235-5372 ♦

Summary

2/9/19

Dedicated Customer Service candidate with a focus to maintain customer satisfaction.

Highlights

Great Communication Skills

Customer Service Oriented

Food handler certificate

Conflict resolution

Service oriented concessionaire

Courteous demeanor and polite

Computer literate

Employment History

High school diploma

Private Client- Los Angeles, Ca

Baby Sitter

10/2017 – Present

- Model appropriate social behaviors and encourage concern for others to cultivate development of interpersonal relationships and communication skills.
- Teach and perform age-appropriate activities, such as lap play, reading, and arts and crafts, to encourage intellectual development of children.
- Teach and perform age-appropriate activities, such as lap play, reading, and arts and crafts, to encourage intellectual development of children.
- Communicate with children's parents and guardians about daily activities, behaviors, and related issues.

Party City-Long Beach, Ca

Customer Service (Seasonal)

10/2017 – 12/2017

- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money.
- Keep records of customer interactions transactions, recording details of inquiries, complaints, and comments,
- Greet customers and ascertain what each customer specific needs.

Goodwill-Evansville, IN

Stocker

2/2009 – 08/2013

- Pack and unpack items to be stocked on shelves in stockrooms, and warehouse.
- Examine and inspect stock items for wear or defects, reporting any damage to supervisors.
- Store items in an orderly and accessible manner in designated area.

Kmart- Newburgh, IN

Customer Service

10/2010– 12/2011

- Describe merchandise and explain use, operation, and care of merchandise to customers.
- Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
- Compute sales prices, total purchases, and receive and process cash or credit payment.
- Answer questions regarding the store and its merchandise.

personal assistant

05/2012-09/2016

made appointments for boss and children , picked up and dropped off at school and after school activities.

LOCALs fast food

3/2018-1/2019

restaurant: Took orders, served food, open and closed register, took inventory of supplies and food stock.

Dishwasher Test

- 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, chaffing dishes)
 - d) Harsh chemicals
 - e) All of the above
- q 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
- d 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
- C 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

Cashier Test

Score 11.5/ 15

- b 1) A roll of quarters is worth?
a) \$5.00
b) \$10.00
c) \$15.00
d) \$20.00
- 9 2) A roll of dimes is worth?
a) \$5.00
b) \$4.00
c) \$3.00
d) \$2.00
- C 3) A roll of nickels is worth?
a) \$8.00
b) \$6.00
c) \$4.00
d) \$2.00
- A 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
- 10 6) What is the current sales tax rate in your city _____?
- 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

44/2
73%

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? State Id

15) How many \$20 bills are in a bank band? 100 - \$2000