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# Maya Robinson

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## OBJECTIVE

To be apart of a company that includes professional growth. A work environment that's challenging and rewarding while also allowing me to utilize my skills & knowledge .

## EXPERIENCE

AT&T CALL CENTER, AT&T; LOS ANGELES, CA - 2016-2017

Answers customer/client requests or inquiries concerning services, products, billing, equipment, claims, and reports problem areas. Also, utilize operational systems to process purchases of AT&T products and services; collections, payments for Wireless bills and accessories.

BOX OFFICE, CINEMARK MOVIE THEATER; LONG BEACH, CA - 2016-2018

Perform daily concession maintenance duties clean and maintain the exterior and interior areas of the theatre including auditoriums, restrooms, lobbies, concession areas, and box office areas. Exhibit excellent guest service skills. Assist with other functions as instructed by the General Manager.

ROSS DRESS FOR LESS, CASHIER; LOS ANGELES, CA 2018-2019

Associate may assist in specialized areas of store including, Cash Office, Front End, Fitting Room, Stock Room, Fine Jewelry or Customer Service. Responsibilities: Maintains good quality customer service at all times. Ensures proper merchandise presentation is maintained in accordance with company standards.

## EDUCATION

HYDE PARK SEA CONTINUATION, LOS ANGELES, CA - GRADUATED 2018.

## SKILLS

Ability to Work Under Pressure.

Decision Making. Time Management.

Self-motivation.

Conflict Resolution.

Leadership.



- b 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

- D 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

- C 5) What does POS stand for?
- a) Patience over standards
  - b) Percentage of sales
  - c) Point of sales
  - d) People over service

- 6 6) What is the current sales tax rate in your city 7.25% ? 9.5

- 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

-35  
711

10  
10.00  
1.25  
0.90  
0.79  
12.94  
87.06

50.00  
10.50  
10.50  
14.50  
35.50

20.00  
3.75  
4.25  
8.00  
12.00

84

100  
3.75  
3.75  
1.25  
1.25  
2.50  
2.50  
3.25  
3.25  
23.50  
76.50

100  
15 cents  
15 cents  
50  
87

100.00  
3.75  
3.75  
1.25  
1.25  
2.50  
2.50  
3.25  
3.25  
23.50  
76.50

0 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

C 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? I believe 25 100