



Name: Hieu Van

Taborca ID: 51380

Date of Hire: 04/04/19

Date of Re-Act: / /

New employee set up

- o E-verify
- o Hire Right EE
- o Hire Right Internal (upload any list A docs)
- o Direct Deposit (Scan to Payroll) and/or Global Cash Card – complete the form & have EE sign
- o Notice to Employee Completed
- o Added to Orientation Time Sheet
- o Attended New Hire Orientation
- o Background Check
- o New Hire List (All fields)
- o Check Taborca Profile (All fields)
- o Upload Resume and Skills Tests (one doc)
- o Upload Food Handler's Card

Re Act employee set up (See Re Act Process for more detail)

- o File and I9 pulled (new one created/done in Hire Right if old ones are gone)
- o Re Act onboarding if initially hired before 1/1/16
- o Check W4
- o Check all demographic info and availability
- o Check for skills tests, app, FHC, and resume (get new app, new resume if hired more than 1 year ago)
- o Complete Notice to Employee with updated pay if necessary
- o Verify pay option (notify payroll) and take steps to Re Act any old pay options still current
- o Run new BGC if more than 1 year since last shift worked
- o New orientation/place on time sheet if it's been over a year since last shift
- o New Hire List (all fields)
- o Delete employee from the INA/TER spreadsheet if they are on it

Interview Note Sheet

Applicant Information

Name: <u>HEM VAM</u>	Interviewer: <u>Alanna</u>
Date: <u>04/04/2019</u>	Rate of Pay:
Position(s) Applied for: <u>event staffing</u>	Referred by:

Test Scores					
Server	/35	%	Bartender	/35	%
Prep Cook	/15	%	Barista	/15	%
Grill Cook	/40	%	Cashier	/15	%
Dishwasher	/10	%	Housekeeping	/16	%

Seeking:	↗
Full-Time	
Part-Time	

Relevant Experience & Summary of Strengths

- great attitude, thorough explanations Total of _____ in Food Service/Hospitality

- looking for a normal F/T for work life balance
- lots of experience in management
- very good EQ, understanding for flexibility & adaptability
- awesome sponge analogy

*strongly recommend
as lead @ Google*

P.O.S. Experience: Y / N details: _____

Transportation

Car Public Transit Carpool (Rider / Driver)

Regions Available to work:

SF City	SF North	SF Peninsula	East Bay	Outer East Bay
<input checked="" type="radio"/> San Jose	<input checked="" type="radio"/> South San Jose	<input checked="" type="radio"/> SJ Peninsula		

Certifications (if any):

TIPS Serv-Safe LEAD Other _____ Will Submit

Availability

Open AM only PM only Weekdays only Weekends only

Details: _____

Uniforms Owned:

Bistro	Black Bistro	Tuxedo	1/2 Tuxedo	Black Vest	Long Black Tie
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Chef Coat	Chef Pants	Knives	Black Pants	Non-Slip Shoes	Bow Tie	Other: <u>_____</u>
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Would you recommend this applicant for Acrobat Academy?	Convention Candidate?	Other Languages Spoken:
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Hieu T. Van

(916) 509-5404

hieutvan@gmail.com

1085 Tasman Drive #757, Sunnyvale, CA 94089

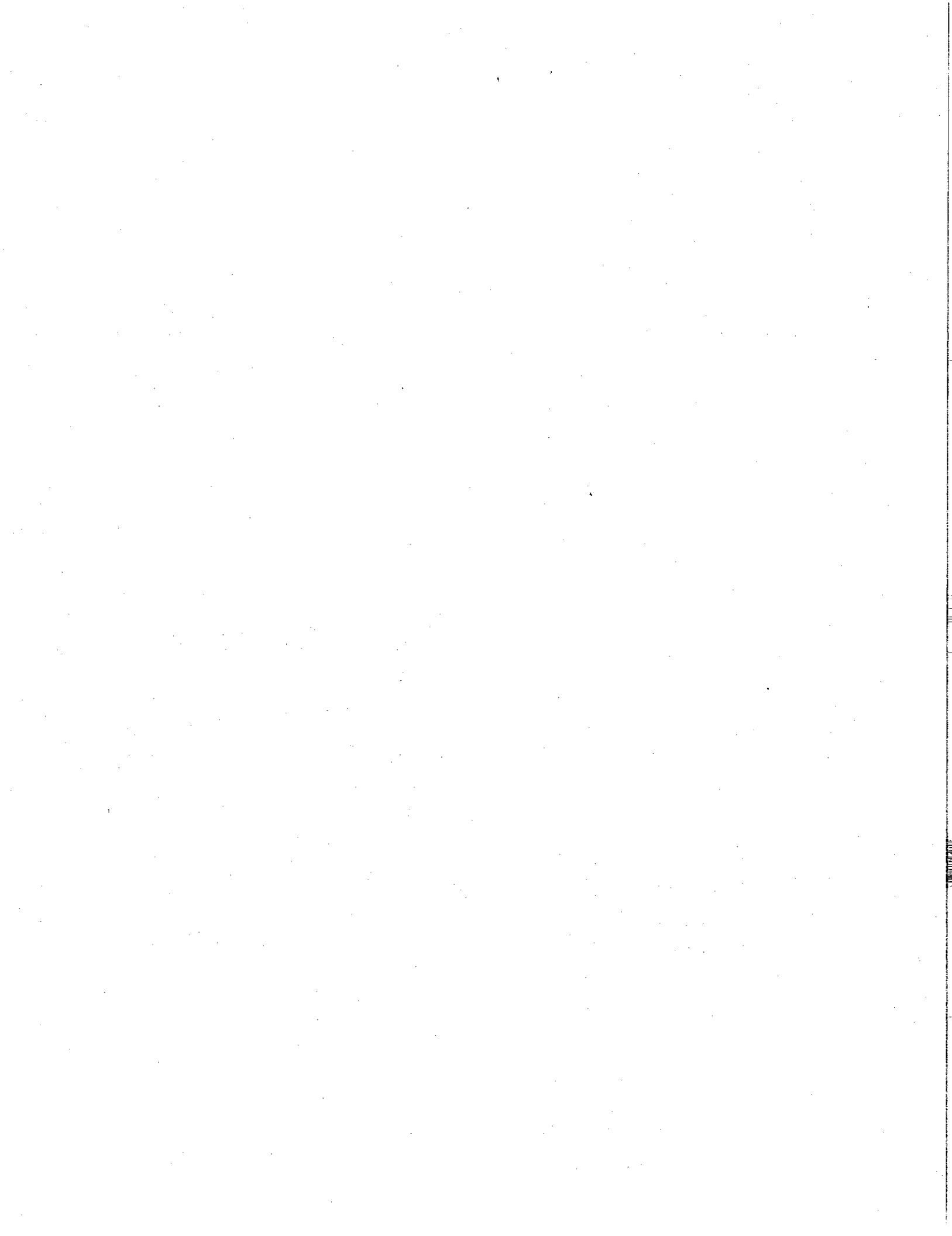
Work Experience

- The Counter, multi-locations, CA. Manager, 2018-2019.
- Paul Martin's American Grill, Manager, multi-locations, CA. 2016-2017
- Romano's Macaroni Grill, Manager, multi-locations, CA. 2014 – 2016.
- Red Robin, San Mateo, CA 2012-2014.
- California Pizza Kitchen, San Mateo, CA. 2010 - 2012.
- Chevy's Real Mex, Fairfield/Elk Grove, CA. 2005 - 2010.

Other Work Experience

- Extensive knowledge in P & L.
- Controlled monthly labor budget, controlled monthly supplies budget, and beverage budget.
- Increased monthly sales to vs. budget, vs. LY Sales.
- Extensive knowledge in food and beverage inventory.
- Extensive knowledge in private events, and private banquets (including set-up and breakdown).
- Extensive knowledge in Aloha POS, Micros POS, Open Table reservation, and scheduling softwares.
- Developed and trained new team members (FOH, BOH) into shift leaders, shift supervisors, and future managers.
- Assisted in the development of new Manager In Training.

References Available upon request.



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Your Hospitality Staffing Professionals

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 Hieu T. Van Date: 04/04/2019
Home Telephone (916) 509-5404 Other Telephone ()
Present Address 1085 Tasman Drive #757, Sunnyvale CA 94089
Permanent Address, if different from present address:
Email Address hieu.t.van@gmail.com

EMPLOYMENT DESIRED

Position applying for: Cashier /Concession Stand Salary desired: \$17-19\$/hour

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 X 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): Craigslist

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	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
DAILY	All Day	All Day	All Day	All Day	All Day	All Day	All Day
AM							
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 X 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 X 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

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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?
Verba Buena H.S.	San Jose, CA	Diploma	Yes
San Jose State University	San Jose, CA	Yes Bachelor	Bachelor No
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: Servsafe Manager Certificate			

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 Dim Tai Fung, Stevens Creek Blvd, San Jose, CA
 Type of Business Restaurant Telephone No. () _____ Supervisor's Name _____
 Your Position and Duties Manager

Dates of Employment: From 10/2018 To 04/2019

Reason for Leaving: long hours, no support from corporate

Name and Address of Employer The Counter @ Santana Row, San Jose, CA
 Type of Business Restaurant Telephone No. () _____ Supervisor's Name Matt
 Your Position and Duties Manager

Dates of Employment: From 01/2018 To 01/2018

Reason for Leaving: unfair labor practice

Name and Address of Employer Paul Martin's American Grill
 Type of Business Restaurant Telephone No. () _____ Supervisor's Name _____
 Your Position and Duties Manager

Dates of Employment: From 01/2017 To 01/2018

Reason for Leaving: New corporate owner's

Name and Address of Employer Macaroni's Grill

Type of Business Restaurant Telephone No. (916) 239-8203 Supervisor's Name Sara Poselli

Your Position and Duties Manager

Dates of Employment: From 01/9015 To 01/2017

Reason for Leaving: company declared bankruptcy

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? Yes No X

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: Mahjoubh Foolad Telephone No. (707) 761-9810

Address El dorado hills

Occupation: Deputy D.A. Relationship: Ex Coworker Number of Years Acquainted: 9 years

Name: Mario Zambrano Telephone No. (916) 215-0912

Address Sacramento

Occupation: General Manager Relationship: Ex - G.M. Number of Years Acquainted: 14 years

Name: Jose Orapeza Telephone No. (916) 239-8203

Address Sacramento

Occupation: Executive Kitchen Manager Relationship: Ex Coworker Number of Years Acquainted: 12 years

Please Read Carefully, Initial Each Paragraph and Sign Below

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.

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.

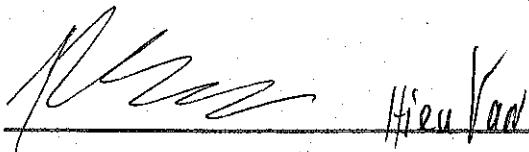
I hereby authorize Acrobat Outsourcing and its authorized representatives to solicit information regarding my background, which may include but not be limited to, information about my employment, education, and/or criminal history, which may be in the files of any federal, state, or local criminal justice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

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.

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

 Hieu Van

Date

04/04/2019

NOTICE TO EMPLOYEE
Labor Code section 2810.5

EMPLOYEE

Employee Name: Hieu Van

Start Date: 04/04/2019

EMPLOYER

Legal Name of Hiring Employer: S.E Scher

Is hiring employer a staffing agency/business (e.g., Temporary Services Agency; Employee Leasing Company; or Professional Employer Organization [PEO])? Yes No

Other Names Hiring Employer is "doing business as" (if applicable):

Acrobat Outsourcing

Physical Address of Hiring Employer's Main Office:

665 Third St. Suite 415, San Francisco, CA. 94107

Hiring Employer's Mailing Address (if different than above):

Hiring Employer's Telephone Number: 415-431-8826

If the hiring employer is a staffing agency/business (above box checked "Yes"), the following is the other entity for whom this employee will perform work:

Name: Acrobat Outsourcing San Jose

Physical Address of Main Office: 1585 The Alameda, San Jose, CA 95126

Mailing Address: " "

Telephone Number: 408-483-4211

WAGE INFORMATION

Rate(s) of Pay: \$ 20.00 Overtime Rate(s) of Pay: \$ 30.00

Rate by (check box): Hour Shift Day Week Salary Piece rate Commission

Other (provide specifics): F01 Lead @ Google

Does a written agreement exist providing the rate(s) of pay? (check box) Yes No

If yes, are all rate(s) of pay and bases thereof contained in that written agreement? Yes No

Allowances, if any, claimed as part of minimum wage (including meal or lodging allowances):

N/A

(If the employee has signed the acknowledgment of receipt below, it does not constitute a "voluntary written agreement" as required under the law between the employer and employee in order to credit any meals or lodging against the minimum wage. Any such voluntary written agreement must be evidenced by a separate document.)

Regular Payday: FRIDAY

WORKERS' COMPENSATION

Insurance Carrier's Name: Intego USA Inc. dba Intego Insurance Brokers

Address: 1 State Street Plaza, 9th floor, New York, NY, 10004

Telephone Number: 212-295-5440

Policy No.: LDC4042609 AOS

Self-Insured (Labor Code 3700) and Certificate Number for Consent to Self-Insure: _____

PAID SICK LEAVE

Unless exempt, the employee identified on this notice is entitled to minimum requirements for paid sick leave under state law which provides that an employee:

- a. May accrue paid sick leave and may request and use up to 3 days or 24 hours of accrued paid sick leave per year;
- b. May not be terminated or retaliated against for using or requesting the use of accrued paid sick leave; and
- c. Has the right to file a complaint against an employer who retaliates or discriminates against an employee for
 1. requesting or using accrued sick days;
 2. attempting to exercise the right to use accrued paid sick days;
 3. filing a complaint or alleging a violation of Article 1.5 section 245 et seq. of the California Labor Code;
 4. cooperating in an investigation or prosecution of an alleged violation of this Article or opposing any policy or practice or act that is prohibited by Article 1.5 section 245 et seq. of the California Labor Code.

The following applies to the employee identified on this notice: (Check one box)

- 1. Accrues paid sick leave only pursuant to the minimum requirements stated in Labor Code §245 et seq. with no other employer policy providing additional or different terms for accrual and use of paid sick leave.
- 2. Accrues paid sick leave pursuant to the employer's policy which satisfies or exceeds the accrual, carryover, and use requirements of Labor Code §246.
- 3. Employer provides no less than 24 hours (or 3 days) of paid sick leave at the beginning of each 12-month period.
- 4. The employee is exempt from paid sick leave protection by Labor Code §245.5. (State exemption and specific subsection for exemption): _____

ACKNOWLEDGEMENT OF RECEIPT

(Optional)

Manra Chelney

(PRINT NAME of Employer representative)

Manra Chelney

(SIGNATURE of Employer Representative)

04/05/2019

(Date)

Hieu Van

(PRINT NAME of Employee)

Hieu Van

(SIGNATURE of Employee)

4/5/2019

(Date)

The employee's signature on this notice merely constitutes acknowledgement of receipt.

Labor Code section 2810.5(b) requires that the employer notify you in writing of any changes to the information set forth in this Notice within seven calendar days after the time of the changes, unless one of the following applies: (a) All changes are reflected on a timely wage statement furnished in accordance with Labor Code section 226; (b) Notice of all changes is provided in another writing required by law within seven days of the changes.

Bartenders Test

Score 35 / 35

Multiple Choice (6 points)

B 1) Carbonation _____ the rate of intoxication.
 a) Slows down
 b) Speeds up
 c) Does nothing to

B 2) What are the six most commonly used spirits?
 a) Sweet and Sour, Triple Sec, Grenadine, Midori, Lime Juice and Cranberry Juice
 b) Vodka, Whiskey, Gin, Bourbon, Rum and Tequila
 c) Chardonnay, Cabernet Sauvignon, Champagne, Merlot, Sauvignon Blanc, Zinfandel
 d) Kahlua, Vodka, Frangelico, Gin, Tequila, Spiced Rum

B 3) You can accept an expired ID as long as all other information is correct.
 a) True
 b) False

B 4) If someone has had too much to drink, serving them coffee will help sober them up.
 a) True
 b) False

D 5) What are the acceptable forms of ID for Alcohol Consumption?
 a) State or Government Issued ID Card or Drivers License
 b) Passport or Passport ID Card (as long as it lists the person's date of birth)
 c) School ID or Birth Certificate
 d) A & B
 e) A, B & C

B 6) If there is no shaker tin available to scoop ice for a drink, it is okay to use a glass.
 a) True
 b) False

100%

Vocabulary (9 points)

Match the word to its definition

C "Straight Up"

a.) Used to crush fruits and herbs for craft cocktail making

F Shaker Tin

b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured

I "Neat"

c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice

A Muddler

d.) To pour $\frac{1}{2}$ oz of a liquor on top

B Strainer

e.) Used to measure the alcohol and mixer for a drink

E Jigger

f.) Used to mix cocktails along with a pint glass and ice

G Bar Mat

g.) Used on the bar top to gather spills

D "Float"

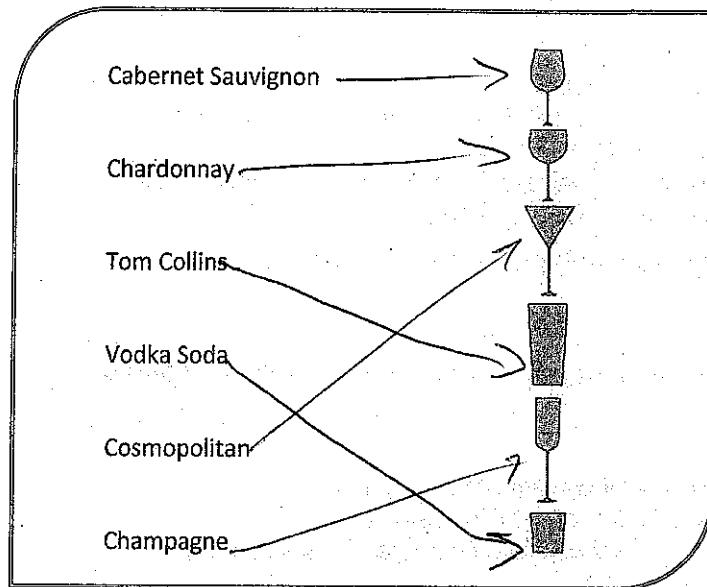
h.) Requesting a separate glass of another drink

H "Back"

i.) Means to serve spirit room temperature in a rocks glass with no ice

Glassware (6 points)

Match the correct glass to the drink



Answer and Question (14 points)

Provide examples of 3 brand name "top shelf" spirits (3 points):

Grey Goose, Hendricks, Johnny Walker

What are the ingredients in a Manhattan? Whiskey, Sweet Vermouth, Cherry garnish

What are the ingredients in a Cosmopolitan? Vodka, Triple Sec, Splash of Cranberry Juice, Lime

What are the ingredients in a Long Island Iced Tea? Vodka, Rum, Gin, Triple Sec, Sweet Sour, Coke, Splash wedge

What makes a margarita a "Cadillac"? Grand Marnier float

What is simple syrup? Sugar water

Is it legal to pour liquor from one bottle into another? What is this called? (2 points)

Yes, MARRYING a bottle

What should you do if you break a glass in the ice? Pour Color liquid on ice, Melt ice completely

clean the compartment of broken glass and refill with new ice

When is it OK to have an alcoholic beverage while working?

NEVER

What does it mean when a customer orders their cocktail "dirty"? add olive juice

What are the ingredients in a Margarita? Tequila, lime juice, sweet sour, triple sec

Servers Test

- 6

Multiple Choice

C

1) Food is served on what side with what hand?

- On the left side with the left hand
- On the left side with the right hand
- On the right side with the left hand
- On the right side with the right hand

D

2) Drinks are served on what side with what hand?

- On the left side with the left hand
- On the left side with the right hand
- On the right side with the left hand
- On the right side with the right hand

A

3) Food and drinks are removed on what side with what hand?

- On the left side with the left hand
- On the left side with the right hand
- On the right side with the left hand
- On the right side with the right hand

A

4) What part of a glass should you handle at all times?

- The stem
- The widest part of the glass
- The top

D

5) When you are setting a dining room how should you set up your tablecloths?

- Neatly and evenly across the tables
- The creases should all be going in the same directions
- The chairs should be centered and gently touching the table cloth
- All of the above

D

6) If you bring the wrong entrée to a guest what should you do?

- Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
- Inform the guests that you will bring the correct entrée once everyone else in the dining room is served
- Try to convince the guests to eat what you brought them
- 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

D

Scullery

E

Queen Mary

A

Chaffing Dish

G

French Passing

B

Russian Service

F

Corkscrew

C

Tray Jack

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

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)

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

D. Area for dirty dishware and glasses

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

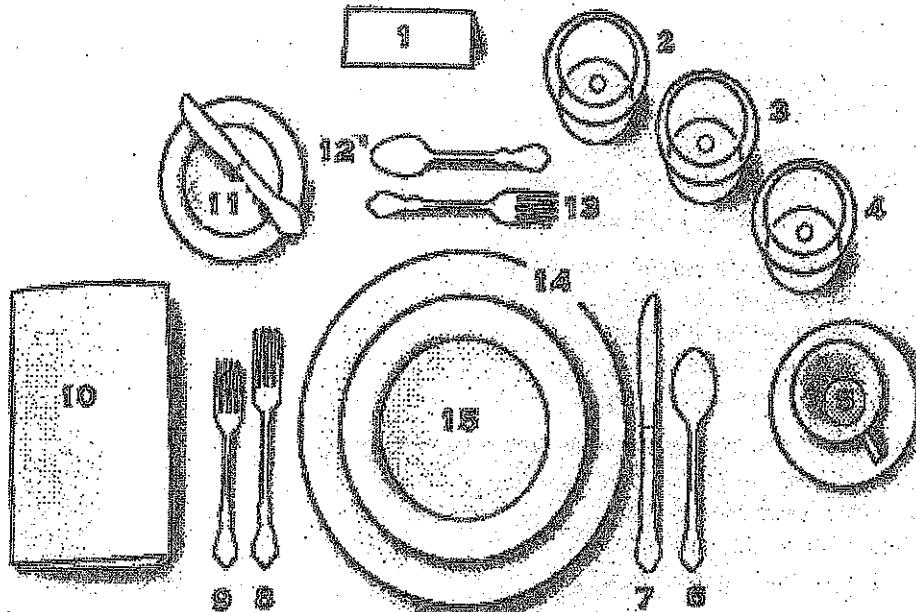
F. Used to open bottles of wine

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

Name _____

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

<u>10</u>	Napkin	<u>8</u>	Dinner Fork
<u>11</u>	Bread Plate and Knife	<u>5</u>	Tea or Coffee Cup and Saucer
<u>1</u>	Name Place Card	<u>7</u>	Dinner Knife
<u>12</u>	Teaspoon	<u>3</u>	Wine Glass (Red)
<u>13</u>	Dessert Fork	<u>9</u>	Salad Fork
<u>6</u>	Soup Spoon	<u>14</u>	Service Plate
<u>15</u>	Salad Plate	<u>2</u>	Wine Glass (White)
<u>4</u>	Water Glass		

Fill in the Blank

1. The utensils are placed One inch inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? cream, sugar/sweetners
3. Synchronized service is when: all tables are served at the same time
4. What is generally indicated on the name placard other than the name? company name or choice
5. The Protein on a plate is typically served at what hour on the clock? 6 O'clock of entree
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? ask a SUPERVISOR & ensure arrangements are met.

12

Cashier Test

Score 14 / 15

B

1) A roll of quarters is worth?

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

A

2) A roll of dimes is worth?

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

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

C

5) What does POS stand for?

- Patience over standards
- Percentage of sales
- Point of sales
- People over service

9.75%

6) What is the current sales tax rate in your city 9.75%

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

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

93%

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? 21 years old

14) What are the acceptable forms of ID for alcohol purchases? State ID or DL or Passport with Picture & DOB

15) How many \$20 bills are in a bank band? 25

ServSafe®
National Restaurant Association

ServSafe® CERTIFICATION

HIEU VAN

for successfully completing the standards set forth for the ServSafe® Food Protection Manager Certification Examination, which is accredited by the American National Standards Institute (ANSI)-Conference for Food Protection (CFP).

165-384
CERTIFICATE NUMBER

5347

EXAM FORM NUMBER

6/11/2023

DATE OF EXAMINATION

DATE OF EXPIRATION

6/11/2023
Local laws apply. Check with your state or local agency for recertification requirements.



#0655

Signature over photo
Sherman, Hieu Van
Executive Director, National Restaurant Association Solutions



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