



Carolina De Souza

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Adaptable customer service and sales expert with experience in a variety of industries with a history of success in providing exceptional customer service and efficient productivity. Committed to providing high-quality service, personable and professional under pressure with motivated, energetic nature.

CORE QUALIFICATIONS:

- *Customer Service*
- *Production*
- *Multilingual (Portuguese, Spanish, ASL)*
- *Effective team player*
- *Reliable and collaborative*

PROFESSIONAL EXPERIENCE:

HMS Host LAX Tom Bradley Starbucks- Barista Los Angeles, CA
06/07/18 - Current

Central Valley Meat Co. - Quality Control
Hanford, CA
06/01/2016 - 09/25/2017

Costless - Packer/Cashier
Hanford, CA
08/08/2016 - 05/10/2017

Dunkin' Donuts - Cashier
Hanford, CA
02/11/2017 - 05/01/2017

Grocery Outlet Market - Cashier
Hanford, CA
01/01/2014 - 11/20/2014

EDUCATION

Hanford West High School, Hanford CA
Graduated 2014 - GPA 3.8

REFERENCES

Angela Navarro-(559)380-5110
Thomas- (559)584-5818 Severina Parker-(805)539-7263

Ashley

Cashier Test

Score / 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

a

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

6) What is the current sales tax rate in your city 20%? 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?

- \$4.06
- \$2.06
- \$7.06
- \$5.06

a

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

90%

Cashier Test

Score / 15

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

10

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, Passport, Drivers' License

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