



## 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**

90%

- 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 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?  
a) \$4.06  
b) \$2.06  
c) \$7.06  
d) \$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?  
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

**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? State ID, Passport, Drivers' License

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