

# **Hanan Hassan**

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4/18 @ 10am

## **EDUCATION**

**Georgia State University, J Mack Robinson College of Business - Atlanta, GA**  
**Fall 2018**

Bachelor of Business Administration: Computer Information Systems: Cybersecurity  
**Cumulative GPA: 3.31**

**Honors/Awards:** National Honor Society, Dean list, HOPE Scholarship

**Georgia State University, College of Science - Atlanta, GA**  
**Spring 2016**

Associate Science Core Curriculum: Health Science

## **SKILLS**

- Proficient in Microsoft Application (Word, Excel, PowerPoint, Access, and Project), Java, SQL, SQL Server Management Studio, and Oracle Database
- Applications and Packages: Eclipse, MySQL Server

## **COURSE EXPERIENCE**

**Introduction to Java Programming:**

**Spring 2018**

- The purpose of this project was to create an ordering system for McDonalds using a Graphic User Interface. The basic functions that the interface includes: the ability to order food, calculate total cost and tax, print a receipt, and a functional calculator.

**Database Management:**

**Summer 2018**

- The purpose of this project was to create a database in SQL developer to store data for a small business
- Completed a business proposal, conceptual design, local design, and a final presentation with the query results

**System Analysis:**

**Summer 2018**

- Worked on a group project to create a new system for a current company
- Completed a feasibility study, class diagram, object diagram, and use-case diagram

**Relevant Coursework:** Managing IT Projects, Introduction to Info Security, and Computer Forensics

## **LEADERSHIP EXPERIENCE**

- WIT (Women In Technology) member
- Technology assistant at Drew Charter School

## **WORK EXPERIENCE**

**Georgia Technology Authority:**  
**2018 - December 2018**

**August**

# Buffet Service Test

Hanan Hassan

7/10

## Multiple Choice:

1. The first thing a client is going to notice about you is:
  - A. How much you went through to get there
  - B. How far you had to park
  - C. What you look like when you report for duty
  - D. How Punctual you are
  - E. A&B only
  - F. C&D only
  - G. All of the above
2. BEO stands for:
  - A. Banquet Efficiency Order
  - B. Better Events Organization
  - C. Banquet Event Order
  - D. Best Ever Odor
  - E. None of the above
3. Once your chaffing dish is set up, the next step is to add what to the pan:
  - A. The food
  - B. Hot Water
  - C. Cold Water
  - D. Jelly from the Sterno can
  - E. None of the above
4. Which is an acceptable way to lite a sterno can?
  - A. With matches
  - B. With a regular cigarette lighter
  - C. With a long-neck lighter
  - D. All of the above
  - E. None of the above

## Name that item:



STERNO can

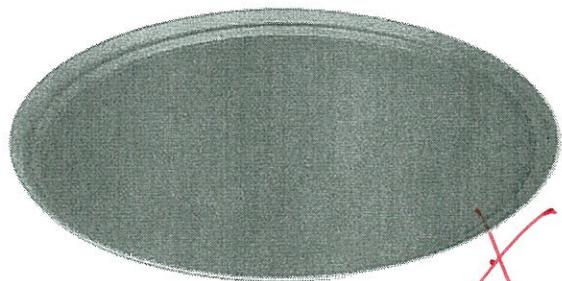
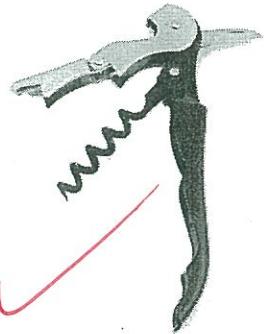


Plate (decoration)



CORKSCREW

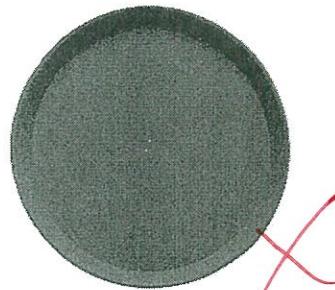
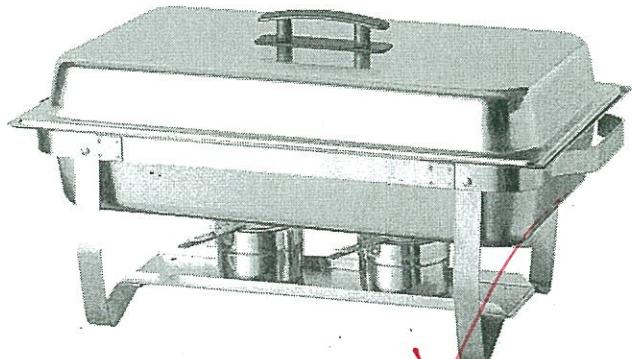
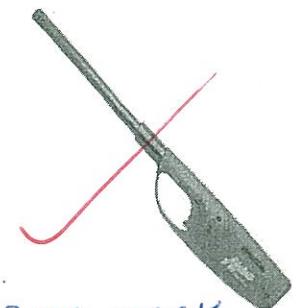


Plate (small)



Shaffer



long neck lighter

**Cashier Test**

**Score 13/15**

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 X

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

07

6) What is the current sales tax rate in your city .07?

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

$$\begin{array}{r}
 1.25 \\
 + .90 \\
 \hline
 2.15
 \end{array}
 \begin{array}{r}
 .15 \\
 + .79 \\
 \hline
 .94
 \end{array}
 \begin{array}{r}
 \$10.00 \\
 - 2.94 \\
 \hline
 7.06
 \end{array}$$

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

$$\begin{array}{r}
 21 \\
 + 14.50 \\
 \hline
 35.50
 \end{array}
 \begin{array}{r}
 4.25 \\
 - 35.50 \\
 \hline
 14.50
 \end{array}$$

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

$$\begin{array}{r}
 3.75 \\
 + 4.25 \\
 \hline
 8.00
 \end{array}
 \begin{array}{r}
 20.00 \\
 - 8.00 \\
 \hline
 12.00
 \end{array}$$

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

$$\begin{array}{r}
 3.75 \\
 + 3.75 \\
 \hline
 7.50
 \end{array}
 \begin{array}{r}
 1.25 \\
 + 1.25 \\
 \hline
 2.50
 \end{array}
 \begin{array}{r}
 2.50 \\
 + 2.50 \\
 \hline
 5.00
 \end{array}
 \begin{array}{r}
 3.25 \\
 + 3.25 \\
 \hline
 6.50
 \end{array}
 \begin{array}{r}
 5.00 \\
 + 5.00 \\
 \hline
 10.00
 \end{array}
 \begin{array}{r}
 100.00 \\
 - 83.50 \\
 \hline
 16.50
 \end{array}$$

3.25  
3.25  
= 6.50

- C 1)  After brewing a pot or kettle of coffee how long is the coffee good for until you need to re-brew?  
 a) 20 minutes  
 b) 30 minutes  
 c) 60 minutes
- b 2)  What are the basic ingredients of a Latte?  
 a) Milk, Espresso, Whipped Cream  
 b) Espresso, Steamed Milk  
 c) Water, Espresso, and Foam
- b 3)  When making cup of tea for a customer, how long should you tell the customer to let the tea bags steep?  
 a) 2 minutes  
 b) 4 minutes  
 c) 5 minutes
- A 4)  When steaming milk for a beverage, what temperature should you steam the milk to?  
 a) 150-160 degrees  
 b) 190-200 degrees  
 c) 120-130 degrees
- C 5)  Once an Espresso Shot has been pulled from an Espresso machine, how long do you have to mix the shot with other liquid before the shot goes bad?  
 a) 8 seconds  
 b) 20 seconds  
 c) 10 seconds
- b 6)  What do you do if a customer says their latte does not taste like there is espresso in it?  
 a) Tell them you made the drink according to the recipe so it should be fine  
 b) Apologize to the customer, then add another shot of espresso to their drink and encourage the customer to return  
 c) Apologize to the customer and remake their drink according to standards  
 d) Walk away and have another barista remake their drink
- b 7)  You can re-steam milk \_\_\_\_\_?  
 a) Only Once  
 b) Never  
 c) Sometimes  
 d) Always
- b 8)  What is the proper ratio of coffee grounds to water?  
 a) 2 Tablespoons coffee to 6oz water  
 b) 2 Tablespoons coffee to 8oz water  
 c) 1 Tablespoon coffee to 6oz water  
 d) 2 Teaspoons coffee to 8oz water
- C 9)  A customer requests a non-dairy coffee beverage and you are out of soy, what actions do you take?  
 a) Make their drink with regular milk and hope they do not notice  
 b) Apologize and ask the customer to come back tomorrow  
 c) Apologize and inform the customer we are out of soy, and offer a beverage alternative  
 d) Inform your manager we are out of soy