

Victoria Velasquez

San Diego, CA

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8582847120

Successful in solving customer grievances with solid communication and interpersonal skills. Cash handling experience and proven ability to meet deadlines with excellent problem-solving skills.

Authorized to work in the US for any employer

Work Experience

Call Center Representative

Ascendant Marketing Group - San Diego, CA

January 2019 to April 2019

- Clear and effective communication skills
- Obtaining client information by answering calls ; verifying information.
- Determine eligibility by comparing clients information to requirements.

Barista

Starbucks - Portland, OR

June 2018 to January 2019

- Interacting and greeting customers.
- Operate cash register and credit card machine.
- Keeping good customer relations and speedy delivery.
- keeping restaurant and preparation areas clean.

Cook/Prep

Five Guys - San Diego, CA

May 2017 to June 2018

Setting up workstations with all needed ingredients and cooking equipment. Preparing ingredients to use in cooking (chopping and peeling vegetables, cutting meat etc.) Cooking food in various utensils or grillers.

Education

High school or equivalent

Skills

Call Center, Customer Service, Cashier, Data Entry, Microsoft Office, Cooking (1 year)

Name: Victoria Velasquez

Score 4 /14

Housekeeping Test

1. During which of the following situation(s) should you wear gloves?
 - a) When handling disinfectant solutions
 - b) When cleaning guest rooms
 - c) When handling soiled linen
 - d) When handling or disposing of waste
 - ☒ e) All of the above
2. Which of the following should be cleaned daily?
 - a) Chairs, lamps, and tables
 - b) Tabletops, bed, and handrails
 - c) Grab bars, light, tops of doors and counters
 - d) Floors, sinks, toilets, and latrines
 - ☒ e) All of the above
3. True or False: You do not need to use a separate cloth for cleaning bathrooms.
4. True or False: Dusting is most commonly used for cleaning walls, ceiling, doors, windows and furniture.
5. Should the following be cleaned daily or weekly? Circle one.
 - a) Floors Daily/Weekly
 - b) Toilets and latrines Daily/Weekly
 - c) Carpets in guest rooms Daily/Weekly
 - d) Carpets in offices Daily/Weekly
 - e) Soiled linen Daily/Weekly
6. The best way to clean the floors:
 - a) Scrubbing
 - b) Dry sweeping and dusting
 - ☒ c) Sweeping, mopping and dusting
 - d) Wet mopping
7. What should do if you spill liquids or see a liquid spill?
 - a) Leave it for someone else to clean- up
 - b) Wait until the end of your shift to clean it
 - ☒ c) Flag the spill and clean it up immediately
 - d) Not sure
8. The proper procedure for cleaning spills of blood and other body fluids is:
 - ☒ a) Wearing gloves, clean with cloth soaked in chlorine solution and follow up with disinfectant solution
 - b) Find the janitor on- duty and ask him to clean it up
 - c) Grab whatever is closest and wipe up immediately, then mark "Biohazard"
 - d) Nothing
9. What do you do, if you encounter with bed bugs in a guest room?

let the manager on duty know asap.
10. What do you do if you find Lost and Found items in a guest rooms?

return to front desk and give them the room number.
11. Describe the difference between a disinfectant and a cleaning solution?

disinfectant is to kill germs, cleaning solution is a natural eco cleaning.

Prep Cooks Test

Score 10 / 20

Multiple Choice (1 point each)

- _____ 1) A gallon is equal to _____ ounces
- a. 56
 - b. 145
 - c. 32
 - ☒ d. 128
- _____ 2) Mesclun are what type of vegetable?
- a. Roots
 - b. Beans
 - ☒ c. Salad Greens
 - d. Spices
- _____ 3) What does the term braise mean?
- a. Sear quickly on both sides
 - ☒ b. Slowly cook in covered pan with little liquid
 - c. Cook on high heat and quickly
 - d. Slowly cook in simmering water
- _____ 4) At what internal temperature must chicken be cooked so that it is safe to eat?
- a. 155 degrees F
 - ☒ b. 165 degrees F
 - c. 175 degrees F
 - d. 185 degrees F
- _____ 5) How do you blanch vegetables?
- ☒ a. Immerse for a short time in boiling water
 - b. Cook lightly in butter over med heat
 - c. Soak in cold water overnight
 - d. Rub with salt before cooking
- _____ 6) Which of the following ingredients would you pack before measuring?
- ☒ a. Olive Oil
 - b. Salt
 - ☒ c. Brown Sugar
 - d. White Sugar
- _____ 7) What is Al Dente?
- ☒ a. Firm but not hard
 - b. Soft to the touch
 - ☒ c. Very hard
 - d. Very soft
- _____ 8) Food should be left out no more than _____
- a. 2 hours
 - ☒ b. 3 hours
 - ☒ c. 4 hours
 - d. 5 hours

Prep Cooks Test

- _____ 9) Which is the improper way to thaw frozen food?
- a. In the fridge
 - b. In a sink with cold water
 - ☒ c. On the counter
 - ☐ d. In the microwave
- _____ 10) Which of the following can you use to put out a grease fire?
- ☒ a. Baking Soda
 - b. Baking Powder
 - c. Flour
 - d. Water
- _____ 11) What is the temperature range of the danger zone?
- a. 25-135
 - ☒ b. 40-140
 - c. 50-160
 - d. 30-130
- _____ 12) Which of the following is listed from smallest to largest?
- a. Dice, chop, mince
 - b. Mince, chop, dice
 - c. Chop, dice, mince
 - ☒ d. Mince, dice, chop
- _____ 13) Which direction should pan handles be turned while cooking on the stove?
- a. Over the fire at all times
 - ☒ b. Turned towards you for better control
 - ☒ c. Turned towards the right or left at all times
 - d. Over the countertop at all times
- _____ 14) When you poach something, you cook it with what?
- a. Noodles
 - ☒ b. Vegetables
 - c. Liquid
 - d. Oil
- _____ 15) Which spoon is used to remove fat from soups and stews?
- ☒ a. Basting Spoon
 - ☒ b. Ladle
 - c. Slotted Spoon
 - d. Portion Spoon
- _____ 16) Which of the following means to cook in a small amount of fat?
- a. Season
 - ☒ b. Sauté
 - ☒ c. Broil
 - d. Boil
 - e. Fry

Prep Cooks Test

17) What is a Julien cut?

- a. Food cut into long thin strips, matchstick
- b. Food cut into long thin strips then turned and cut into a 1/8" dice
- c. Food diced into finely chopped and uniform pieces
- d. Cutting and peeling into oblong seven sided football like shapes

18) To cook a food in a pan without browning over low heat until the item softens and releases moisture.

- a. Sweat
- b. Boil
- c. Roast
- d. Grill

Fill-in the Blank (1 point each)

19) _____ & _____ are the basic seasoning ingredients for all savory recipes.

20) _____ : to cut into very small pieces when uniformity of size and shape is not important.