

Ana Jimenez

Photographer & Media Content Creator

Santa Ana, CA

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Work Experience

Doordash Driver

DoorDash - Santa Ana, CA

May 2016 to Present

Order and deliver food to customers door

Loss Prevention Associate

Fry's Electronics - Fountain Valley, CA

March 2019 to June 2019

Starbucks Barista

Starbucks

October 2016 to December 2017

Provided a starbucks barista experience

Sales Floor Supervisor

Skechers - Orange, CA

May 2008 to June 2016

Manage sales floor by coordinating sales associates to task

Program Leader

THINK Together - Santa Ana, CA

February 2012 to March 2013

Led a specified after school program for a class of 20-30 third graders at Franklin elementary

Taco Bell Team Member

Toco Bell KFC - Irvine, CA

March 2006 to May 2008

Education

Associate in Photography

Santa Ana College - Santa Ana, CA

July 2014 to June 2019

Skills

Barista Test

Score 16 / 15

- b 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
- c 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
- c 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

Barista Test

- b 10) Decaffeinated coffee is 100% caffeine free?
- a) True
 - b) False
- b 11) What are the basic ingredients in a cappuccino?
- a) Coffee, Milk, Foam
 - ☒ b) Espresso, Foam
 - c) Espresso, Steamed Milk, Foam
 - d) Espresso, Cream, Foam
- d 12) What is a café au lait?
- a) Coffee, Steamed Milk
 - b) Coffee, Cold Milk
 - c) Coffee, Cream, Sugar
 - d) Espresso, Cold Milk
- C 13) What does "half caf" mean?
- a) Half cream and half regular milk
 - b) Half as much coffee as normal
 - ☒ c) Half regular and half decaf coffee
- b 14) What does it mean when a customer requests their cappuccino "dry"?
- a) Less milk and more foam
 - ☒ b) No milk and lots of foam
 - c) Extra foam
 - d) No foam and no milk
- b 15) What is an Americano?
- a) Regular drip coffee
 - ☒ b) Espresso with water
 - c) Coffee with cream
 - d) Iced coffee

Cashier Test

Score 12.5 / 15

2.5

83%

- 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

- c 6) What is the current sales tax rate in your city 8.75% 7.75%

- 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?

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

- 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 (non-expired)

~~15) How many \$20 bills are in a bank band? 10 100 \$ 2000~~

Dishwasher Test

Score 10/10

100%

- C 1) After washing your hands, which item should be used to dry them?
- a) Clean apron
 - b) Sanitized wiping cloth
 - c) Single use paper towel
 - d) Common used cloth
- C 2) While washing dishes by hand, which item should you wear?
- a) Cutting glove
 - b) Oven Mitt
 - c) Rubber glove
 - d) Nothing
- d 3) When should you wash your hands?
- a) Before you start work
 - b) After handling non-food items (garbage, money, cleaning chemicals)
 - c) After using the restroom
 - d) All of the above
- b 4) If you need to move a heavy load, you should PULL and not PUSH the object.
- a) True
 - b) False
- e 5) Which of the following could you be at risk for getting burned from?
- a) Steam from boiling pots
 - b) Hot liquids (coffee, soup, tea)
 - c) Hot equipment (ovens, pots, chaffing dishes)
 - d) Harsh chemicals
 - e) All of the above
- a 6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.
- a) True
 - b) False
- C 7) What should you 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 immediately
 - d) Not sure
- C 8) When handling hot items you should?
- a) Wear rubber gloves
 - b) No need to wear anything
 - c) Use an oven mitt or dry cloth towel
 - d) Nothing
- a 9) If you are using a three-compartment sink for cleaning and sanitizing, the second sink is used for?
- a) Rinsing
 - b) Scraping
 - c) Washing
 - d) Sanitizing
- C 10) What is the proper method for cleaning and sanitizing stationary equipment?
- a) Spray with a strong cleaning solution and wipe with a sanitized cloth
 - b) Spray with a sanitizing solution, then rinse with clean water and dry
 - c) Wash and rinse, then wipe or spray with a chemical-sanitizing solution
 - d) Brush off loose soil with a clean cloth, then wipe with a sanitizing solution