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OBJECTIVE

SEEKING TO OBTAIN A POSITION WITH A COMPANY THAT WILL HELP BUILT MY SKILLS AS WELL AS KNOWLEDGE IN CUSTOMER SERVICE

EXPERIENCE

OCTOBER 2017 – PRESENT

SHIFT LEADER, BEN & JERRY'S ICE CREAM

BEING ABLE TO ASSIST IN THE TRAINING OF THE STAFF, ENSURE EXCELLENT CUSTOMER SERVICE, FOLLOW THE HANDLING OF THE CASH THAT INCLUDES SALES TO CASH RECONCILIATION, DEPOSITS, SALE REPORTS, FOLLOW THE OPENING AND CLOSING PROCEDURES WHEN SCHEDULED TO WORK, KEEPING A WELL APPEARANCE FOR THE STORE AND STAFF

EDUCATION

AUGUST 2012 – JUNE 2016

DIPOLMA, DOWNTOWN MAGNETS HIGH SCHOOL

EXTRACURRICULAR ACTIVITIES

YEARBOOK

STAFF & PHOTOGRAPHER, HELPED DESIGN, PROMOTE AND HAVE DIFFERENT RESPONSIBILITIES TOWARDS THE YEARBOOK AND THE COMMITTEE

SKILLS

- Patience
- Bilingual (Spanish)
- Honest
- Fast Learner
- Organized
- Responsible

Cashier Test

Score 12 / 15

B 1) A roll of quarters is worth?

- a) \$5.00
- b) \$10.00
- c) \$15.00
- d) \$20.00

3
80%

B 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

B 5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- c) Point of sales
- d) People over service

95

B 6) What is the current sales tax rate in your city _____?

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

$$\begin{array}{r}
 1.25 \\
 + .90 \\
 \hline
 2.15 \\
 - 0.79 \\
 \hline
 1.36 \\
 - 10.00 \\
 \hline
 8.64
 \end{array}$$

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

$$\begin{array}{r}
 10.50 \\
 \times 2 \\
 \hline
 21.00 \\
 \end{array}
 \quad
 \begin{array}{r}
 7.25 \\
 \times 2 \\
 \hline
 14.50 \\
 \end{array}
 \quad
 \begin{array}{r}
 21 \\
 14.50 \\
 \hline
 35.50 \\
 \end{array}
 \quad
 \begin{array}{r}
 50 \\
 - 35.50 \\
 \hline
 14.50
 \end{array}$$

A 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

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

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

$$\begin{array}{r}
 3.75 \\
 \times 2 \\
 \hline
 7.50 \\
 \end{array}
 \quad
 \begin{array}{r}
 1.25 \\
 \times 2 \\
 \hline
 2.50 \\
 \end{array}
 \quad
 \begin{array}{r}
 2.50 \\
 \times 2 \\
 \hline
 5.00 \\
 \end{array}
 \quad
 \begin{array}{r}
 3.25 \\
 \times 2 \\
 \hline
 6.50 \\
 \end{array}
 \quad
 \begin{array}{r}
 100.00 \\
 - 78.50 \\
 \hline
 21.50
 \end{array}$$

Cashier Test

Score / 15

1

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

2

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? IDs, Driver licence

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

Name _____

Score / 35

Servers Test

Multiple Choice

C 1) Food is served on what side with what hand?
 a) On the left side with the left hand
 b) On the left side with the right hand
 c) On the right side with the left hand
 d) On the right side with the right hand

C 2) Drinks are served on what side with what hand?
 a) On the left side with the left hand
 b) On the left side with the right hand
 c) On the right side with the left hand
 d) On the right side with the right hand

D 3) Food and drinks are removed on what side with what hand?
 a) On the left side with the left hand
 b) On the left side with the right hand
 c) On the right side with the left hand
 d) On the right side with the right hand

B 4) What part of a glass should you handle at all times?
 a) The stem
 b) The widest part of the glass
 c) The top

A 5) When you are setting a dining room how should you set up your tablecloths?
 a) Neatly and evenly across the tables
 b) The creases should all be going in the same directions
 c) The chairs should be centered and gently touching the table cloth

D 6) If you bring the wrong entrée to a guest what should you do?
 a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
 b) Inform the guests that you will bring the correct entrée once everyone else in the dining room is served
 c) Try to convince the guests to eat what you brought them
 d) Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

Match the Correct Vocabulary

d Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

Q Queen Mary

B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron)

a Chafing Dish

Used to hold a large tray on the dining floor

g French Passing

C. Area for dirty dishware and glasses

b Russian Service

D. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

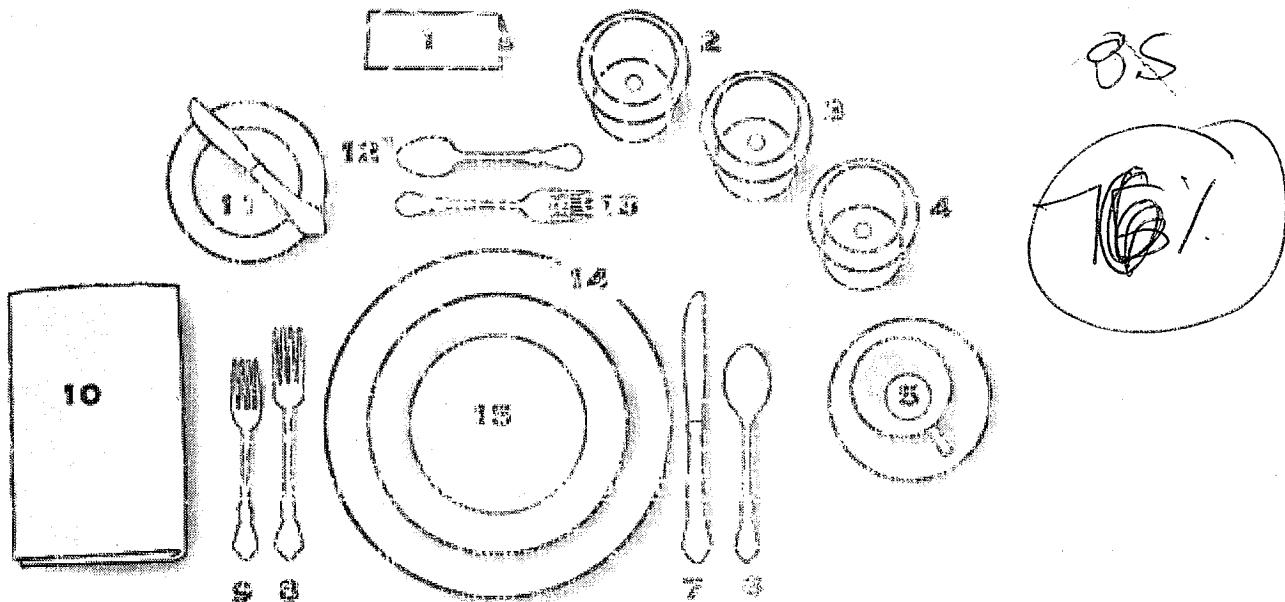
f Cartscrews

E. Used to open bottles of wine

C Tray Jack

F. Style of dining in which the courses come out one at a time

16%



Match the Number to the Correct Vocabulary

| | | | |
|-----------|-----------------------|-----------|------------------------------|
| <u>10</u> | Napkin | <u>8</u> | Dinner Fork |
| <u>11</u> | Bread Plate and Knife | <u>5</u> | Tea or Coffee Cup and Saucer |
| <u>1</u> | Name Place Card | <u>7</u> | Dinner Knife |
| <u>12</u> | Teaspoon | <u>2</u> | Wine Glass (Red) |
| <u>13</u> | Dessert Fork | <u>9</u> | Salad Fork |
| <u>10</u> | Soup Spoon | <u>14</u> | Service Plate |
| <u>15</u> | Salad Plate | <u>3</u> | Wine Glass (White) |
| <u>A</u> | Water Glass | | |

Fill in the Blank

1. The utensils are placed 1 inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? Sugar / cream

3. Synchronized service is when: all tables are being served at the same time

4. What is generally indicated on the name placard other than the name? event name

5. The Protein on a plate is typically served at what hour on the clock? 7pm (7)

6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
Inform them on what dinners are to their desire, you then go to the cook with this information to inform them it is a specialty dinner