

ALEXZUS WILLS

BAKERY OFFICE MANAGER

CONTACT

Los Angeles, CA 90044

323-377-6544

alexzus.wills@yahoo.com

DEAR HIRING MANAGER :

As a knowledgeable and energetic individual, I would like to apply for the office manager position at your establishment. The best way that I can emphasize my eligibility for the position is my hands-on experience and an inherent love of baking.

I like trying new things whether it be making cakes, donuts, and bread always have something new to offer as far as taste and aesthetics are concerned. I can easily maintain quality as I follow recipes appropriately and note down any modification that is needed to be included to ensure quality the next time. I enjoy both baking activities and cake decoration.

I exemplify the ability to manage and assist coworkers as well with any task at hand. I am self-starter with exceptional time management, interpersonal and organizational abilities.

The attached resume details an extensive listing of my talents and abilities. I would welcome the chance to meet with you in an interview to discuss my skills in relation to your expectations.

Thanks for your consideration and I hope to hear from you soon.

Alexzus Wills

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ABOUT

A self driven and very efficient Bakery Office Manager who efficiently manages bakery operations and daily production of baked goods. Adept at working in fast-paced settings to meet customer expectations. Skilled in managing retail and commercial bakery operations, also demonstrates a high level of customer service.

EXPERIENCE

OFFICE MANAGER/CUSTOMER SERVICE | SWEET E'S BAKE SHOP | JUL 2017 - PRESENT

- Handles all customer service related problems and questions. Answers emails, phone calls, and inputs all orders into systems. Responsible for paying bills and invoices. Oversees multiple email accounts, checking to insure every order has made it into the system. Performs payment and refund processing, also performs invoicing and payroll. Ensures implementation of health and sanitation procedures. Develops and implements quality control standards. Ensures that manufacturing areas were kept clean. Supervises the daily production of baked goods and ensures proper wrapping. Maintains log of equipment inspection dates and arranged for equipment repairs.

CAKE ARTIST | SWEET E'S BAKE SHOP | SEPT 2016 - PRESENT

- Confers with clients to determine their cake decorating needs. Takes orders from customers. Bakes cakes in accordance with customers' specifications. Provides information on different types of cakes and their appropriateness for different occasions. Decorates cakes using a variety of icings and toppings. Mixes icings and uses food colors in accordance with the orders placed. Creates fondants and shapes for special orders.

BAKER | JACKIE'S COOKIE CONNECTION | JAN 2016 TO MAY 2016

- Assists with the mixing and baking of ingredients according to recipes to produce bakery products such as breads, pastries, cakes, and others. Assists with cleaning the bakery and also assisted the front office staff with taking and tracking orders.

CASHIER/PREP | THE SWEET LIFE BAKERY | JUL 2014 TO JAN 2016

- Responsible for processing customer's orders. Decorates cookies and cake pops, in assistance to the head Cake Artist. Cleans the store front and also properly closes store front. Performs daily cash drops and the end of the night.

BAKER | HERRITAGE GRILL | SEPT 2014 TO MAY 2015

- Prepares bread, baked rolls, prepared pastries and other goods for restaurant. Cleans bakery equipment. Preps ingredients for the head baker. Bakes cookies, cakes, muffins.

SKILLS

- Bookkeeping (1 Year), Word (4 Years),
- Accounting (2 Years),
- Office Management (1 Year),
- Receptionist (2 Years),
- Data Entry (2 Years), Excel (1 Year),
- Customer Service, Customer Care, Csr, Customer Support Excellent
- Knowledge Of Baking Including The Baking Time, Methods Of Mixing, Temperatures, Flavors,
- Shortenings And Maintenance Of Bakery Equipments
- Able To Observe Sufficient Precautions Of Safety
- Very Good Communication And Interpersonal Skills
- Able To Operate Bakery Equipment And To Maintain The Required Production
- Able To Bake In Large Scale With The Knowledge Of Modern Bakery Equipments
- Able To Work Under High Temperature

EDUCATION & CERTIFICATIONS

- Pastry Arts Certificate in Culinary Arts -Delgado Community College
- ServSafe Food Protection Manager- December 2014 to December 2019



THE SERVICE COMPANIES

SERVICE. ABOVE ALL

Grill Cooks Test

-1 39
40 = 975

Multiple Choice Test (1 point each)

- B 1) How much time should you take to wash your hands with soap?
- a) 1 minute
 - b) 20 seconds
 - c) Time does not matter, water temperature does
 - d) 5 minutes
- C 2) The recommended temperature for your refrigerator is...
- a) 45°F
 - b) 50°F
 - c) 40°F
 - d) 20°F
- D 3) Food handlers must always wash their hands
- a) Before starting work
 - b) Switching between handling raw and ready-to-eat food
 - c) After going to the restrooms
 - d) All of the above
- A 4) The most important reason for having food handlers wear hair restraints is to
- a) Prevent food from getting into food handlers' hair
 - b) Prevent food handlers from contaminating their hands by touching their hair
 - c) Keep the food handlers' hair in place
 - d) None of the above
- C 5) Which of these conditions requires immediate corrective action?
- a) Packaged food items are stored at least 6 inches above the floor
 - b) Ice is being used to cool beef stew in a shallow pan
 - c) Raw meats are stored on a shelf above ready-to-eat egg salad in the walk-in cooler
 - d) Raw fish is stored above raw chicken in the walk-in freezer
- C 6) Bacteria grow best in the temperature "danger zone" which includes temperatures between?
- a) 0°F and 100°F
 - b) 32°F and 220°F
 - c) 41°F and 135°F
 - d) 39°F and 178°F
- D 7) After cutting raw chicken, what should be done before the cutting board is used for slicing onions for salad?
- a) Clean the cutting board with a wet wiping cloth
 - b) Turn the board over and use the other side
 - c) Rinse the board with running water
 - d) Wash, rinse, and sanitize the board prior to slicing the onions
- D 8) Which of the following is NOT an approved method to thaw potentially hazardous foods?
- a) In a microwave oven
 - b) During the cooking process
 - c) Under cool running water
 - d) On a clean counter, at room temperature
- A 9) Wiping cloths stored submerged in a bucket of sanitizing solution are for:
- a) Wiping spills only
 - ~~b) Washing hands if the hand sinks are too far away~~
 - ~~c) Sanitizing the blade of utensils such as knives~~
 - ~~d) Maintaining moisture on the wiping cloth~~



Grill Cooks Test

E

10) Food-handling gloves must be changed frequently and also:

- a) After handling garbage
- b) After every break
- c) After picking things up off the floor
- d) Between handling raw and cooked foods
- e) All of the above

C

11) A Julienne is:

- a) to cut food into 1 inch X 1 inch cubes
- b) A cooking method using high heat
- c) To cut food into 1/8 X 1/8 slices
- d) A rough cutting method producing oblong shapes

D

12) A gallon is equal to _____ ounces

- a) 56
- b) 145
- c) 32
- d) 128

B

13) How many cups are in a quart?

- a) 2
- b) 4
- c) 6
- d) 8

A

14) A Chiffonade is:

- a) To slice an herb or leafy vegetable into thin ribbons
- b) To de bone a fish
- c) Another name for parchment paper
- d) To cook food in liquid, or at just below the boiling point

B

15) Potentially hazardous hot foods must be maintained at an internal temperature of _____ or higher to be safe

- a) 145° F
- b) 135° F
- c) 160° F
- d) 180° F

D

16) Which of the following explains the process of poaching?

- a) Poke poultry on the thickest part in order to make sure it's tender
- b) To cook food in an oven that has reached 350° F
- c) ☒ Cook gently in water that is hot but not boiling (160°-180°)
- d) Submerge protein in boiling liquid to speed cooking time

C

17) If a recipe calls for 16oz of mirepoix, how many ounces of onion, celery, and carrots do you need?

- a) 8 oz of celery, 4 oz of onion, 4 oz of carrot
- b) 4 oz of celery, 8 oz of carrot, 4 oz of onion
- c) 4 oz of celery, 8 oz of onion, 4 oz of carrot
- d) 2 oz of celery, 10 oz of carrot, 2 oz of onion

C

18) Which of the following best describes braising?

- a) To cook quickly in a pan on top of the stove until food is browned
- b) Process through which natural sugars in food become browned and flavorful while cooking
- c) Cooking method by which food is browned in fat, then cooked, tightly covered, in liquid at low heat
- d) To plunge food into boiling water briefly, then into cold water to stop the cooking process

19) Which of the following best describes the process of Caramelization?



Grill Cooks Test

B

- a) To cook quickly in a pan on top of the stove until food is browned
- b) Process through which natural sugars in food become browned and flavorful while cooking
- c) Cooking method by which food is browned in fat, then cooked, tightly covered, in liquid at low heat
- d) To plunge food into boiling water briefly, then into cold water to stop the cooking process

C

20) What temperature should chicken be cooked to?

- a) 145°F
- b) 155°F
- c) 165°F
- d) 175°F

C

21) What temperature should ALL ground meat be cooked to?

- a) 145°F
- b) 155°F
- c) 165°F
- d) 175°F

A

22) What temperature should fish be cooked to?

- a) 145°F
- b) 155°F
- c) 165°F
- d) 175°F

23) What is a roux and what is it used for? (2 points)

flour and fat, as a thickening agent for soups, sauces, and other stuff

24) What is the process of making clarified butter, and why is clarified butter used? (3 points)

melt pool butter, it removes all fat solids

25) What are the 5 mother sauces? (5 points)

1. bechamel
2. veloute
3. hollandaise
4. espagnole
5. tomato

26) What does it mean to season a grill and why is this process important? (3 points)

to oil the grill before use. it makes it easier to clean.

27) What are the ingredients in Hollandaise sauce? (5 points)

egg yolks, butter, lemon juice, salt, and cayenne.

Cashier Test

Score B 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

C

- 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

9.5

9.25%

- 6) What is the current sales tax rate in your city 9.25%?

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

-1.5 (90%)

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?

ID, Drivers License

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

50 100, ... \$2000

\$1.25

\$.90

\$.79

\$2.94

- 10.00

\$7.06