

## ANDRES CORTES

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### CAREER OBJECTIVE

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Student at University of Texas at San Antonio seeking an entry-level position as a human resources specialist where I can use my strong communication skills, exceptional customer service skills, organizational skills, as well as integrate my proficiency in Microsoft Word.

### SUMMARY OF QUALIFICATIONS

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- Floor Supervisor with 1+ years of experience in customer service skills and organizational skills
- Extensive knowledge with Microsoft word 9+ years
- CSR representative of Valero with 1 year of strong communication skills.

### EDUCATION

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The University of Texas at San Antonio  
**Bachelor of Business Administration**

Expected Graduation: May 2020

#### Relevant Coursework

- Managing Human Resources (*currently enrolled*)
- Introduction to Organization Theory, Behavior, and Management
- Business and Professional Speech
- Business Communication and Professional Development (*currently enrolled*)

### EXPERIENCE

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**Floor Supervisor – Savor, 100 Montana St, San Antonio, Texas** November 2017– February 2019

- Created strong communication skills in order to keep customers happy and maintain order in building
- Managed several employees to do correct work in stands each represent
- Organized several tasks managers asked for before important events would begin.

**CSR – Valero, 5602 UTSA Boulevard, San Antonio**

August 2016 – September 2017

- Produced great customer service skills
- Analyzed and organized cash of Valero and made sure all was correct
- Executed strong communication skills in order to make customer feel welcomed

### ACTIVITIES AND HONORS

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- Hunger and Homelessness Movement (HHM)  
-Volunteer at Haven for Hope, helped prep food for homeless

April 2016

### ADDITIONAL SKILLS

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- Proficient in Microsoft Office
- Fluent in English and Spanish
- Black belt Certificate

Name Andrew C.

## Servers Test

Score / 35

### Multiple Choice

- B 1) Food is served on what side with what hand?  
 a) On the left side with the left hand  
b 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 2) Drinks are served on what side with what hand?  
 a) On the left side with the left hand  
b 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
- A 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 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 b) The widest part of the glass  
 c) The top
- D 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 d) All of the above
- 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 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

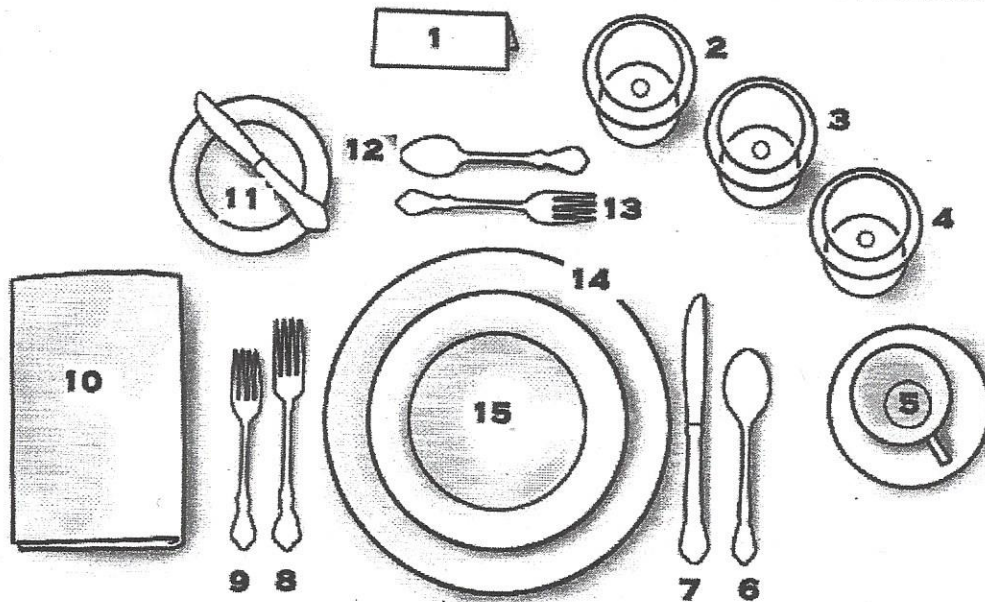
- |                          |   |
|--------------------------|---|
| <u>D</u> Scullery        | A. Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>G</u> Queen Mary      | B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron) |
| <u>F</u> Chaffing Dish   | <u>C</u> Used to hold a large tray on the dining floor  |
| <u>A</u> French Passing  | <u>D</u> Area for dirty dishware and glasses  |
| <u>B</u> Russian Service | <u>E</u> Large metal shelving unit for prepared food to be held or for dirty trays to be stored   |
| <u>F</u> Corkscrew       | <u>F</u> Used to open bottles of wine   |
| <u>C</u> Tray Jack       | G. Style of dining in which the courses come out one at a time  |



Name \_\_\_\_\_

## Servers Test

Score / 35



### 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>4</u>	Wine Glass (Red)
<u>9</u>	Dessert Fork	<u>2</u>	Salad Fork
<u>6</u>	Soup Spoon	<u>14</u>	Service Plate
<u>13</u>	Salad Plate	<u>3</u>	Wine Glass (White)
<u>2</u>	Water Glass		

### Fill in the Blank

- The utensils are placed 2 inch inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Cream + Sugar
- Synchronized service is when: \_\_\_\_\_
- What is generally indicated on the name placard other than the name? Guest #
- The Protein on a plate is typically served at what hour on the clock? at least after service
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
inform manager / supervisor

Andres. C 7/30/10

## Cashier Test

Score 11 / 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 ~~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
- X 6/ What is the current sales tax rate in your city 20%?
- 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
- D 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

1.25  
0.90  
0.79  
2.94

21  
14.50  
35.50

14.50

50.00

1  
7  
8

100.00  
78.50

7.50

10.00

2.50  
2.50  
10.00  
21.50  
9.50

**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?

Drivers license, Passport

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

500

1000