



ACROBAT OUTSOURCING
TSC GROUP

Employment Application

Acrobat Outsourcing is an equal opportunity employer dedicated to non-discrimination in all employment practices. Acrobat Outsourcing selects the best qualified individual for the job based on job-related qualifications regardless of race, age (40+), color, religion, gender, national origin, ancestry, marital status, sexual orientation, disability or any other status protected by applicable law.

PLEASE PRINT

Full Name Paula Marie McAlester Date: 9/12/19
Home Telephone () _____ Other Telephone (816) 379-0094
Present Address 3200 E. 71st St.
Permanent Address, if different from present address: _____
Email Address pmcalesster2600@gmail.com

EMPLOYMENT DESIRED

Position applying for: Housekeeping Salary desired: _____
Are you currently registered with any staffing and/or employment agencies? If so, please list _____

Are you applying for: Full-time work? Yes ☒ No ☐ Part-time work? Yes ☐ No ☐
Temporary work, e.g., summer or holiday work? Yes ☐ No ☐ From: _____ To: _____
How did you find out about our open position? (Please check fill in proper name of source):
Referral ☐ Name of Referral Indeed Newspaper ☐ Job Fair ☐ Agency ☐
Company Website ☐ Other Web Posting ☐ Other Source ☒
Could you work overtime, if necessary? Yes ☒ No ☐ If hired, on what date could you start working?
A.S.A.P.

Please keep in mind that schedules and shifts may vary depending on position and season. Additionally, the hours may vary from week to week, depending on the company needs. Please list only the times/days you're available to work below.

SPECIFY HOURS AVAILABLE DAILY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
AM		8	8	8	8	8	
PM		4	4	4	4	4	

Do you have any vacations or extended leaves planned in the next 12 months? If so, please list dates: _____

PERSONAL INFORMATION

Have you ever applied to or worked for Acrobat Outsourcing before? Yes___ No X If yes, when? _____

Do you have friends or relatives working for Acrobat Outsourcing? Yes___ No X If yes, please state name and relationship _____

If hired, would you have a reliable means of transportation to and from work? Yes X No___

If hired, can you present evidence of your legal right to live and work in this country? Yes X No___

State age if you are under 18 _____. If you are under 18, hire is subject to verification that you are of minimum legal age to work.

Are you able to perform the essential functions of the job for which you are applying? Yes X No___

If no, describe the functions that cannot be performed. (Note: We comply with the ADA and consider reasonable accommodation measures that may be necessary for eligible applicants/employees to perform essential functions.)

Pursuant to any and all Fair Chance Ordinances, we will consider for employment qualified applicants with arrest and conviction records.

EDUCATION & SKILLS

NAME OF SCHOOL	CITY & STATE	GRADE OR DEGREE COMPLETED	DID YOU GRADUATE?
Do you have any special licenses, certificates or special training? If so please list under "Special".		YES	NO
Are you computer literate? If so, list software knowledge under "Special."		YES	NO
Are you proficient with Point of Sales Systems? If, so please list which ones under "Special."		YES	NO
Do you have any other experience, training, qualifications or special skills, which you feel make you especially suited for work at Acrobat Outsourcing? If so, please list under "Special."		YES	NO
Special:			

EMPLOYMENT HISTORY

List below all present and past employment starting with your most recent employer (last 10 years is sufficient). Account for unemployment periods of three months or more.

Are you currently employed? Yes___ No___ If so, may we contact your current employer? Yes___ No___

Name and Address of Employer _____

Type of Business _____ Telephone No. (____) _____ Supervisor's Name _____

Your Position and Duties _____

Dates of Employment: From _____ To _____

Reason for Leaving: _____

Name and Address of Employer _____

Type of Business _____ Telephone No. (____) _____ Supervisor's Name _____

Your Position and Duties _____

Dates of Employment: From _____ To _____

Reason for Leaving: _____

Name and Address of Employer _____

Type of Business _____ Telephone No. (____) _____ Supervisor's Name _____

Your Position and Duties _____

Dates of Employment: From _____ To _____

Reason for Leaving: _____

Name and Address of Employer _____

Type of Business _____ Telephone No. (____) _____ Supervisor's Name _____

Your Position and Duties _____

Dates of Employment: From _____ To _____

Reason for Leaving: _____

Have you ever been fired from any previous place of employment? If so, please explain: _____

MILITARY SERVICE

Have you obtained any special skills or abilities as the result of service in the military? Yes___ No___

If so, describe: _____

JOB RELATED REFERENCES

List below three persons not related to you who have knowledge of your work performance within the last three years.

Name: _____ Telephone No. (____) _____

Address _____

Occupation: _____ Relationship: _____ Number of Years Acquainted: _____

Name: _____ Telephone No. (____) _____

Address _____

Occupation: _____ Relationship: _____ Number of Years Acquainted: _____

Name: _____ Telephone No. (____) _____

Address _____

Occupation: _____ Relationship: _____ Number of Years Acquainted: _____

Please Read Carefully, Initial Each Paragraph and Sign Below

P.mmk

I hereby certify that I have not knowingly withheld any information that might adversely affect my chances for employment and that the answers given by me are true and correct to the best of my knowledge. I further certify that I, the undersigned applicant, have personally completed this application. I understand that any omission or misstatement of material facts on this application or on any document used to secure employment shall be grounds for rejection of this application or for immediate discharge if I am employed, regardless of the time elapsed before discovery.

P.mmk

I hereby authorize Acrobat Outsourcing to thoroughly investigate my references, work record, education and other matters related to my suitability for employment and, further, authorize the references I have listed to disclose to the company any and all letters, reports and other information related to my work records, without giving me prior notice of such disclosure. In addition, I hereby release the company, my former employers and all other persons, corporations, partnerships and associations from any and all claims, demands or liabilities arising out of or in any way related to such investigation or disclosure.

P.mmk

I hereby authorize Acrobat Outsourcing and its authorized representatives to solicit information regarding my background, which may include but not be limited to, information about my employment, education, and/or criminal history, which may be in the files of any federal, state, or local criminal justice and law enforcement agency and general public records history.

P.mmk

I understand that if selected for hire, it will be necessary for me to provide satisfactory evidence of my identity and legal authority to work in the United States, and that federal immigration laws require me to complete an I-9 form in this regard within three days of my hire date.

P.mmk

Acrobat Outsourcing is an at-will employer. I understand that nothing contained in the application, or conveyed during any interview, which may be granted or during my employment, if hired, is intended to create an employment contract between me and the company. In addition, I understand and agree that if I am employed, my employment is for no definite or determinable period and may be terminated at any time, with or without prior notice, with or without cause, at the option of either myself or the company, and that no promises or representations contrary to the foregoing are binding on the company unless made in writing and signed by me and the company's designated representative.

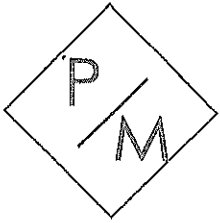
I hereby acknowledge that I have read and understand the above statements.

Applicant's Signature



Date

9/12/19



PAULA MCALESTER

pmcalester2600@gmail.com | 816-379-0094 | 3200 E. 76th Street , Kansas , City 64132

Summary

Driven Patient Care Coordinator adept at planning care, coordinating interdisciplinary teams and making strategic improvements. Decisive leader and creative problem solver with [Number] years of healthcare experience.

Effective [Job Title] with [Number] years of experience assisting customers using active listening and customer needs assessment to offer targeted solutions. Consistently friendly and professional when handling diverse customer needs in high-volume call center environments. Smoothly manage workflow and optimize team strengths to meet service quotas.

Responsible retail professional with excellent sales, service and interpersonal skills. Committed to making every customer feel welcome and assist with any need. Advanced knowledge of [Type] and [Type] products.

Skills

- Inbound and outbound calling
- Team leadership
- Retail sales customer service
- Clerical support
- Sales expertise
- Call center experience
- Active listening
- Problem-solving abilities
- Adaptive team player
- Promotional support
- Patient care
- Schedule and calendar management

Experience

Housekeeper

07/2016 - 08/2019

University Of Kansas Medical Center | Kansas City, MO

- Returned vacant rooms to occupant-ready status by deep cleaning, changing linens, restocking inventory and removing trash
- Provided detailed and timely cleaning services while working in fast-paced environment with multiple interruptions
- Washed and polished glass windows and doors to keep entryways clear and professional
- Performed basic cleaning tasks by polishing furniture, replacing trash bags, cleaning bathroom surfaces and replacing dirty linens and towels

Custodial Worker

05/2014 - 06/2016

Team Industrial Solutions/Ford Assembly Plant | Claycomo, MO

- Immediately cleaned up spills and wet areas on floors resulting from ceiling leaks to prevent customer and personnel falls
- Notified building managers about needed repairs and replacement equipment immediately to reduce machinery downtime
- Emptied all trash cans and replaced liners, disposing of all refuse in proper receptacles for garbage and recycling collections

Patient Care Assistant

03/2011 - 04/2016

Midwest Home Healthcare | Kansas City, MO

- Promoted patient satisfaction by assisting with daily living needs such as bathing, dressing, toileting and exercising
- Interviewed patients to obtain medical information, weight and height measurements and vital signs to aid physicians with patient care planning

- Performed minor housekeeping tasks, including [Action] and [Action] to keep patient areas clean and sanitized

Visual Aide Technician/Receptionist/CL Technician

01/2008 - 02/2011

America's Best Contacts And Eyeglasses | Kansas City, MO

I pretested patients on visual activity equipment before seen by their ophthalmologists.

Taught visual Contact lens classes.

Assisted with daily receptionist work, such as filling patient records, answering phones, answering patient questions, and assisted with patient insurance information.

Customer Service Representative

03/2006 - 10/2007

Target Admissions Support Center | North Kansas City, MO

- Assisted approximately [Number] customers each [Timeframe] with [Product or Service] questions
- Met or exceeded revenue objectives by promoting [Product or Service]s to customers during service, account and sales follow-up calls
- Informed customers about billing procedures, processed payments and provided payment option setup assistance

**Education and
Training**

High School Diploma

Northeast High School | 415 South Van Brunt

Name: Paula McAlester

Score 14/14

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?

Notify a Supervisor immediately.
10. What do you do if you find Lost and Found items in a guest rooms?

Return them to a manager to get put back with the proper person.
11. Describe the difference between a disinfectant and a cleaning solution?

A disinfectant is a solution that kills bacteria, A cleaning solution does not kill bacteria but can be used as an all purpose cleaning solution.