

# Arcel Jay Manao

411 N Kenmore Ave. Apartment 4 | Los Angeles, CA 90004 | (323) 206-7139 | manao\_a@yahoo.com

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## Summary

Friendly and outgoing retail sales professional with strong customer service skills and knowledge of loyalty/rewards programs. I am enthusiastic and knowledgeable Sales Associate, specializing in registers, customer services, and dealing with difficult customers. Customer service is one of my great strengths with more than three years being a part of different managements. A team player with a strong commitment to the company and can work longer shifts when necessary.

## Education

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John Marshall High School	Graduated 2014	3939 Tracy St, Los Angeles, CA 90027
Santa Monica College	Ongoing	1900 Pico Blvd, Santa Monica, CA 90405

## Employment History & Interns

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- Seasonal Cart Attendant & Cashier Target Aug 2016 to May 2017

Supervisor: Monjay

- This job is entry-level with a fast-paced environment. I am ringing up guests, answering their questions about related merchandising products, and elegantly demonstrate product knowledge. I also make sure to identify and assess customers' needs to achieve satisfaction.
- Manage various carts and assist each guests with hand baskets, maintain neat and clear carts, and to ensure every aisle are clean with no signs of spills.

- Guest Services and Management Beverly Center

Supervisor: Frida Aug 2017 to Aug 2018

- Maintaining a positive, empathetic and professional attitude toward guest at all times.
- Acknowledging and resolving guest complaints. Knowing own company's product inside out so that answer customers concerns and responding promptly to guest inquiries.

## Talents & Awards

Outstanding Employee of the Month Target

Proficient in Microsoft Office Word, Excel, and PowerPoint

Awarded Agricultural Cultivation Event Griffith Park, *Summer 2014*

Former Active Bike Club Fitness Co-leaders, *2011 to 2014*

*References available upon request*



97.5

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

82-97

- 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

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? California ID

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