

Marisol Peralta-Topete

C: (323)494-4057

Email: marisolperalta5634@gmail.com

Summary

Experienced fast-food cashier and retail sales associate. Dedicated to providing friendly customer service to customers at all times. Willing and is always happy to work in a team with fellow co-workers when necessary. Dependable, great at time management, and is always eager to work.

Skills:

- Bilingual: English and Spanish
- Computer Skills: Microsoft and PowerPoint
- Communication Skills
- Time Management
- Organized
- Great customer service
- Energetic
- Food Safety Knowledge

Experience:

Marshalls

South Gate, CA

Start Date: April 10, 2018 End Date: August 26, 2018

- Home and Shoe department associate
- Maintain departments well organized and presentable to shoppers
- Push new merchandise out to the sales floor
- Keep sales promotional price tags up to date
- Maintain great customer service

Panda Express

Inglewood, CA

Start Date: March 20, 2019 End Date: Currently employed

- Cashier and Counter Help
- Maintain dining area clean and presentable
- Serve dine in and take out orders
- Great at fast-paced working due to busy store and rush hours
- Maintain great customer service
- Communicated extremely well with coworkers and management

Education:

Mervyn M. Dymally High School

Los Angeles, CA

High School Diploma 2016

Los Angeles Trade Technical College

Los Angeles, CA

Currently enrolled, Graduating with Associates Degree in 2020

Cashier Test

Score 12 / 15

-3
80%

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

6) What is the current sales tax rate in your city 9.5 %?

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

a

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? State ID

15) How many \$20 bills are in a bank band? \$500 100 ... \$2000

Name Marisol Peralta

Servers Test

Score / 35

Multiple Choice

- d 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
- d 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
- c 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
- 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) All of the above
- a 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

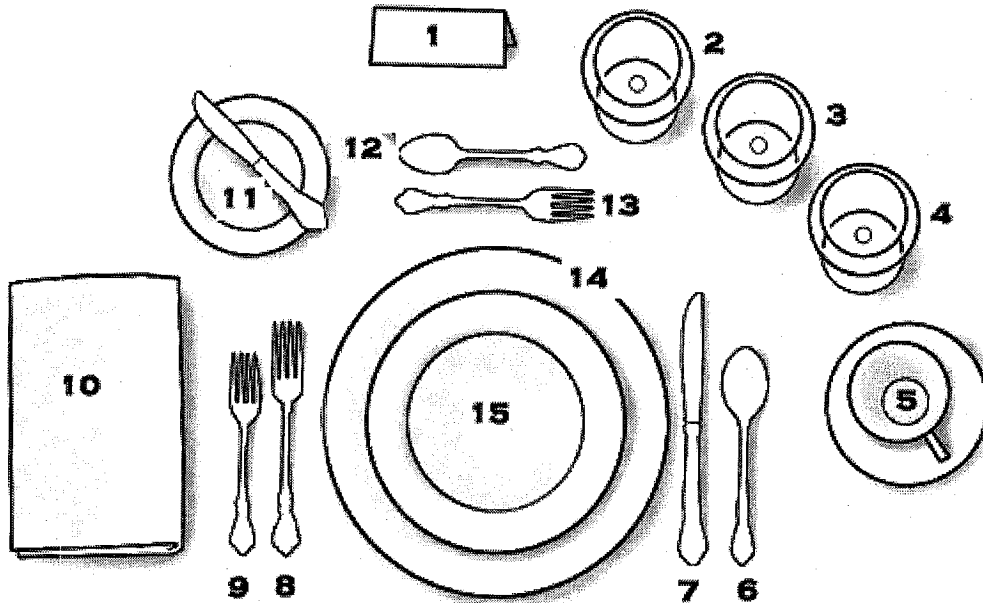
Match the Correct Vocabulary

- | | |
|--------------------------|--|
| <u>D</u> Scullery | <u>A</u> Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> Queen Mary | <u>B</u> 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 <u>handing out bread</u> to each patron) |
| <u>A</u> Chaffing Dish | <u>C</u> Used to hold a large tray on the dining floor |
| <u>B</u> French Passing | <u>D</u> Area for dirty dishware and glasses |
| <u>G</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 | <u>G</u> Style of dining in which the courses come out one at a time |

Name Marisol Peralta

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>2/3</u> | Wine Glass (Red) |
| <u>13</u> | Dessert Fork | <u>9</u> | Salad Fork |
| <u>6</u> | Soup Spoon | <u>14/15</u> | Service Plate |
| <u>15/14</u> | Salad Plate | <u>3/4</u> | Wine Glass (White) |
| <u>4/2</u> | Water Glass | | |

Fill in the Blank

- The utensils are placed 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? bread, teaspoon, sugar, creamer, honey
- Synchronized service is when: food service is timed/organized
- What is generally indicated on the name placard other than the name? organization/business
- The Protein on a plate is typically served at what hour on the clock? 6
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? notify the cook