

# **SHAMELA BUCK**

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## **EDUCATION**

*Palmdale High School- Palmdale, California High School Diploma, 2007*

## **CUSTOMER SERVICE/ADMINISTRATION**

- Receive inbound calls and emails from both customers and coworkers
- Obtains client information by answering telephone calls; interviewing clients; verifying information
- Guiding and solving queries of customer
- Collaborate with team members to encourage teamwork
- Display a positive attitude
- Ensure that merchandise is properly secure, labeled and priced.
- Replenish stock from the warehouse
- Follow all safety and emergency rules and regulations
- Help organize office activities
- Baggage Office Claim Assistance
- Announce landing/departure information
- Assist disabled passengers with loading/unloading
- Direct passengers to correct terminals
- Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail
- systems and personal computers, Microsoft office, excel, outlook, PowerPoint.
- Greet customers upon entrance
- Present menus and help customers select food/beverages
- Take/serve orders and answer questions or make recommendations for other products
- Collaborate with other restaurant servers and kitchen/bar staff
- Deal with complaints or problems with a positive attitude
- Issue bills and accept payment

## **SECURITY**

- Observe and report, turn in daily reports and logs
- Secures premises and personnel by patrolling property; monitoring surveillance equipment;
- inspecting buildings
- Monitor and authorize entrance and departure of employees, visitors, and other persons to guard against theft and maintain security of premises
- Equipment and access points; permit entry. Obtains help by sounding alarms.
- Maintain sign in sheet o Greet Customers

## **PROFESSIONAL EXPERIENCE**

- 2018- currently Cashier: Orleans & York Inglewood, CA
- 2017- 2018 Baggage Service Office Agent: LAX Los Angeles, CA
- 2016-2017 Utility 1st Clerk/Cashier: Food4less Los Angeles, CA
- 2016- 2017 Security Guard: American Guard Carson, CA
- 2016- 2017 Security Guard: Guard Now Los Angeles, CA
- 2015-2016 Sales Associate: Walmart Long Beach, CA
- 2013-2015 Security Guard/ Front Desk Clerk: YO! Watts Los Angeles, CA
- 2012-2014 Server: Applebee's Lakewood, CA





Grill Cooks Test

315  
40

78.75%

-8.5

Multiple Choice Test (1 point each)

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

2) The recommended temperature for your refrigerator is...

- a) 45°F
- b) 50°F
- c) 40°F
- d) 20°F

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

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

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

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

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

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

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

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

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

12) A gallon is equal to \_\_\_\_\_ ounces

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

13) How many cups are in a quart?

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

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

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

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

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

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?

*Cook to browning*

## Grill Cooks Test

- a) To cook quickly in a pan on top of the stove until food is browned
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20) What temperature should chicken be cooked to?

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

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

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

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)

A mixture of fat

TO Thickening your sauce

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

3

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

1. Bechamel
2. Espagnole
3. Hollandaise
4. VELOUTE
5. Sauce Tomat

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

oiling and heating

TOXIC and contaminants

keep food from

-1 STICKING

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

Yolk, Butter, Lemon



V

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

C

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

6%, 7.95

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

V

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

H

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

28  
83.7

**Cashier Test**

**Score** / 15

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

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

15) How many \$20 bills are in a bank band? 1,000 \$20,000



1) After brewing a pot or kettle of coffee how long is the coffee good for until you need to re-brew?  
 a) 20 minutes  
 b) 30 minutes  
 c) 60 minutes

2) What are the basic ingredients of a Latte?  
 a) Milk, Espresso, Whipped Cream  
 b) Espresso, Steamed Milk  
 c) Water, Espresso, and Foam

3) When making cup of tea for a customer, how long should you tell the customer to let the tea bags steep?  
 a) 2 minutes  
 b) 4 minutes  
 c) 5 minutes

4) When steaming milk for a beverage, what temperature should you steam the milk to?  
 a) 150-160 degrees  
 b) 190-200 degrees  
 c) 120-130 degrees

5) Once an Espresso Shot has been pulled from an Espresso machine, how long do you have to mix the shot with other liquid before the shot goes bad?  
 a) 8 seconds  
 b) 20 seconds  
 c) 10 seconds

6) What do you do if a customer says their latte does not taste like there is espresso in it?  
 a) Tell them you made the drink according to the recipe so it should be fine  
 b) Apologize to the customer, then add another shot of espresso to their drink and encourage the customer to return  
 c) Apologize to the customer and remake their drink according to standards  
 d) Walk away and have another barista remake their drink

7) You can re-steam milk \_\_\_\_\_?  
 a) Only Once  
 b) Never  
 c) Sometimes  
 d) Always

8) What is the proper ratio of coffee grounds to water?  
 a) 2 Tablespoons coffee to 6oz water  
 b) 2 Tablespoons coffee to 8oz water  
 c) 1 Tablespoon coffee to 6oz water  
 d) 2 Teaspoons coffee to 8oz water

9) A customer requests a non-dairy coffee beverage and you are out of soy, what actions do you take?  
 a) Make their drink with regular milk and hope they do not notice  
 b) Apologize and ask the customer to come back tomorrow  
 c) Apologize and inform the customer we are out of soy, and offer a beverage alternative  
 d) Inform your manager we are out of soy



Barista Test

Score / 15

10) Decaffeinated coffee is 100% caffeine free?

- a) True
- b) False

11) What are the basic ingredients in a cappuccino?

- a) Coffee, Milk, Foam
- b) Espresso, Foam
- c) Espresso, Steamed Milk, Foam
- d) Espresso, Cream, Foam

12) What is a café au lait?

- a) Coffee, Steamed Milk
- b) Coffee, Cold Milk
- c) Coffee, Cream, Sugar
- d) Espresso, Cold Milk

13) What does "half caf" mean?

- a) Half cream and half regular milk
- b) Half as much coffee as normal
- c) Half regular and half decaf coffee

14) What does it mean when a customer requests their cappuccino "dry"?

- a) Less milk and more foam
- b) No milk and lots of foam
- c) Extra foam
- d) No foam and no milk

15) What is an Americano?

- a) Regular drip coffee
- b) Espresso with water
- c) Coffee with cream
- d) Iced coffee