

Chevonda Frazier

909-965-9463

Los Angeles, CA

CUSTOMER SERVICE

Summary of Qualifications

- Communication
- Positive
- Conflict Resolution
- Responsible
- Honest
- Accurate
- Adaptable
- Confidence
- Efficient
- Organization
- Prioritization
- Team player

Experience

Inventory Clerk

Performance Team

05-2019 to 08-2019

Redlands, CA

- Pack and unpack items to be stocked on shelves in stockrooms, warehouses, or storage yards.
- Store items in an orderly and accessible manner in warehouses, or other areas.
- Examine and inspect stock items for wear or defects, reporting any damage to supervisors.
- Communicate with team members, to answer questions, disseminate or explain information
- Maintain and update, inventory through scanning systems

Office Clerk

Trader Joes

02-2018 to 01-2019

San Bernardino, CA

- Operate office machines, such as photocopiers and scanners, personal computers.
- Answer telephones, and take messages.
- Communicate with employees, and other individuals to answer questions, disseminate or explain information, take orders, and address complaints.
- Maintain and update filing, inventory, and database systems, either manually or using a computer.
- Compile, copy, sort, and file records of office activities, business labels, and other activities.

Cashier

Popeyes Louisiana Kitchen, Inc.

10-2016 to 10-2017

Barstow, CA

- Communicate with customers regarding orders, comments, and complaints
- Request and record customer orders, and compute bills using cash registers
- Prepare daily food items, and cook simple foods, such as sandwiches, using safety precautions
- Clean and organize eating, service, and kitchen areas
- Monitor and order supplies or food items and restock as necessary to maintain inventory
- Serve customers in eating places that specialize in fast service and inexpensive carry-out food

Dishwasher Test

Score 8 / 10

22 80%

- C 1) After washing your hands, which item should be used to dry them?
- a) Clean apron
 - b) Sanitized wiping cloth
 - c) Single use paper towel
 - d) Common used cloth
- C 2) While washing dishes by hand, which item should you wear?
- a) Cutting glove
 - b) Oven Mitt
 - c) Rubber glove
 - d) Nothing
- d 3) When should you wash your hands?
- a) Before you start work
 - b) After handling non-food items (garbage, money, cleaning chemicals)
 - c) After using the restroom
 - d) All of the above
- A 4) If you need to move a heavy load, you should PULL and not PUSH the object.
- a) True
 - ☒ b) False
- E 5) Which of the following could you be at risk for getting burned from?
- a) Steam from boiling pots
 - b) Hot liquids (coffee, soup, tea)
 - c) Hot equipment (ovens, pots, chaffing dishes)
 - d) Harsh chemicals
 - e) All of the above
- A 6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.
- a) True
 - b) False
- C 7) What should you 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 immediately
 - d) Not sure
- C 8) When handling hot items you should?
- a) Wear rubber gloves
 - b) No need to wear anything
 - c) Use an oven mitt or dry cloth towel
 - d) Nothing
- A 9) If you are using a three-compartment sink for cleaning and sanitizing, the second sink is used for?
- a) Rinsing
 - b) Scraping
 - c) Washing
 - d) Sanitizing
- B 10) What is the proper method for cleaning and sanitizing stationary equipment?
- a) Spray with a strong cleaning solution and wipe with a sanitized cloth
 - b) Spray with a sanitizing solution, then rinse with clean water and dry
 - ☒ c) Wash and rinse, then wipe or spray with a chemical-sanitizing solution
 - d) Brush off loose soil with a clean cloth, then wipe with a sanitizing solution

Cashier Test

Score 11 / 15

-4
73%

- 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
- C 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
- B 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 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
- 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

- 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? State

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