

ACROBAT OUTSOURCING

TSC GROUP

Iliana Torres

Taborca ID: 54074

Date of Hire: 10/17/2019

Date of Re-Act: / /

- E-verify
- Hire Right EE
- Hire Right Internal (upload any list A docs)
- Notice to Employee Completed
- Added to Orientation Time Sheet
- Background Check

- New Hire List (All fields)
- Check Taborca Profile (All fields)
- Upload Resume and Skills Tests (one doc)
- Upload Food Handler's Card
- Presented
- Emailed

Re-Act employee set up (See Re-Act Process for more detail)

- File and I9 pulled (new one created/done in Hire Right if old ones are gone)
- Re-Act onboarding
- Check for skills tests, app, FHC, and resume (get new app, new resume if hired more than 1 year ago)
- Complete Notice to Employee with updated pay if necessary
- Verify pay option
- Run new BGC if more than 1 year since last shift worked
- New orientation/place on time sheet if it's been over a year since last shift
- New Hire List it's been over a year since last shift
- Delete employee from the INA/TER spreadsheet if they are on it

Interview Note Sheet
Server

| Applicant Information | | Interviewer: | |
|--|-------------------------|-----------------------------|-----------------------------|
| Name: <u>Aliana Torres</u> | Date: <u>10/16/2019</u> | Interviewer: <u>Ngoc Ho</u> | Rate of Pay: <u>\$19/hr</u> |
| Position(s) Applied for: <u>Cashier/concessions</u> | | Referred by: | <u>CL</u> |

| Job Preferences | | | | | | Seeking: |
|-----------------|-----|---|--------------|-----|---|-----------|
| Server | /35 | % | Bartender | /30 | % | |
| Prep Cook | /15 | % | Barista | /10 | % | Full-Time |
| Grill Cook | /40 | % | Cashier | /10 | % | Part-Time |
| Dishwasher | /10 | % | Housekeeping | /16 | % | Events |

| Religious Preferences/Ability to Work on Sunday | | | |
|---|---|---|--------|
| Total of <u>7 yrs</u> Experience in Food Service/Hospitality | | | |
| How many customers or tables are you used to serving at one time? How would you re-act if an extra table was added to your section? | How many items can you carry on a tray? Please describe how to pick up a large oval tray. | How is a banquet server different from a regular restaurant server? | Notes: |
| - up to 6 or 8 tables for best service - try to keep cool, go for it | - 6 items - kneel down, pick up, and put on shoulder | - more interaction w/ banquet, - more professional | |

| P.O.S. Experience: Y / (N) details: | |
|---|---|
| Transportation: | Regions Available to work: |
| <u>Car</u> | <u>South Bay</u> |
| Certifications (if any): | Availability: |
| <u>FHC</u> | Has part-time jobs, will work around it |
| Uniforms Required: | Recommendations: |
| <input checked="" type="checkbox"/> Bistro White <input checked="" type="checkbox"/> Black Bistro <input type="checkbox"/> Tuxedo <input type="checkbox"/> 1/2 Tuxedo <input type="checkbox"/> Black Vest <input type="checkbox"/> Long Black Tie <input type="checkbox"/> Other: | Chef Coat Chef Pants Knives Black Pants Non-Slip Shoes Bow Tie |
| | Acrobat Academy Lead Academy |
| | <u>Spanish</u> |

Employment Application San Jose



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.

Your Contact Information

| | |
|--|----------------------------------|
| First Name | Aliana |
| Last Name | Torres |
| E-mail Address | alianatorrres1994@gmail.com |
| Phone | 408-835-0474 |
| Address | 4334 Senter Road |
| Unit or Number | n/a |
| City, State | San Jose, CA |
| Zip Code | 95111 |
| What region(s) are you applying to work within? | San Jose |
| Which position(s) are you applying for? | Server Barista Cashier |
| Are you applying for: | Part-Time |

When can you start?

Wednesday, October 16, 2019

Can you work overtime?

Yes

How did you hear about us?

Craigslist

What days/times can you work?

Select all that apply:

| | | |
|-------------|--------------|--------------|
| Monday AM | Monday PM | Tuesday AM |
| Tuesday PM | Wednesday AM | Wednesday PM |
| Thursday AM | Thursday PM | Friday AM |
| Friday PM | Saturday AM | Saturday PM |
| Sunday AM | Sunday PM | |

Have you ever applied to or worked for Acrobat before?

No

If hired, would you have reliable means of transportation to and from work?

Yes

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

Yes

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

Yes

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

Education & Skills

Please Indicate Highest Level Achieved

Name of School

Lone Star College

City & State

Houston, Texas

Grade/Degree

Associate of Science

Graduated?

Yes

Do you have any special licenses? (If so, label under "Special")

Yes

Are you computer literate? (If so, label which programs under "Special")

Yes

Are you proficient with Point of Sale systems? (If so, label which under "Special")

Yes

Do you have any experience, training, qualifications or special skills? (If so, label under "Special")

Yes

Special:

I have my Food Handler's Certificate Card. I am proficient in basic computer skills, Microsoft Office, and the Aloha point of sale system. Additionally, I have manager and trainer experience.

Employment History

Are you currently employed?

No

Can we contact your current employer?

No

Most Recent Employers

Name and Address of Employer

Starbucks

3031 FM 1960, Houston, TX 77073

Type of Business Coffee company and coffeehouse chain

Phone Number 281-821-3868

Your Position & Duties

Greeted customers in a friendly manner, delivered a fast, fun and friendly Starbucks experience, prepared beverages and food items according to specifications, followed Food Safety Standards and maximized sales by preparing the correct menu items during high-volume sales times.

Date of Employment (from/to):

03/2019 to 09/2019

Reason for Leaving

Relocation

Still Employed:

No

Name and Address of Employer

First Watch
6168 Hwy 6 N, Houston, TX 77084

Type of Business

Restaurant

Date of Employment (from/to):

07/2017 to 06/2019

Reason for Leaving

New employment opportunity

Still Employed:

No

Name and Address of Employer

Target
5630 Cottle Rd, San Jose, CA 95123

Type of Business

Corporate retailer

Date of Employment (from/to):

06/2015 to 05/2017

Reason for Leaving

Relocation

Still Employed:

No

Have you ever been fired from a previous place of employment? If yes, please explain:

No

Military Service

Have you obtained any special skills or abilities as the result of service in the military? If yes, please explain:

No

Job Related References

References

| | |
|--------------------------|-------------------------|
| First Name | Edwin |
| Last Name | Zavala |
| E-mail Address | zavalaedwin92@gmail.com |
| Phone | 408-396-8730 |
| Relationship: | Previous manager |
| Years Acquainted: | 3 |
| First Name | Oscar |
| Last Name | Ospina |
| Phone | 281-242-3447 |
| Relationship: | Previous manager |
| Years Acquainted: | 2 |

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.

(Checked box indicates acknowledgement)

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.

(Checked box indicates acknowledgement)

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

(Checked box indicates acknowledgement)

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.

(Checked box indicates acknowledgement)

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.

(Checked box indicates acknowledgement)

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

(Checked box indicates acknowledgement)

By signing the document below and clicking the "Submit" button, you are signing this Agreement electronically. You agree your electronic signature is the legal equivalent of your manual signature on this Agreement.

Applicant Digital Signature (Type Name): Aliana Torres

Date: Tuesday, October 15, 2019

Please attach your resume here, if you do not attach it, please bring a hard copy of your resume to the in-person interview.

Please Attach Resume Below



Updated Resume.docx

Multiple Choice

B 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

C 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

A 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

D 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 dinning 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

60%

Match the Correct Vocabulary

A A Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

E C Queen Mary

B. 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 handing out bread to each patron)

A D Chaffing Dish

C. Used to hold a large tray on the dining floor

B G French Passing

D. Area for dirty dishware and glasses

G B Russian Service

E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

F. Used to open bottles of wine

C E Tray Jack

G. Style of dining in which the courses come out one at a time

Aliana Torres

4334 Senter Road
San Jose, CA 95111

(408) 835-0474

alianatorres1994@gmail.com

EDUCATION

Evergreen Valley College, San Jose, CA

Associate of Arts in Health Science

Fall 2016

Lone Star College, Houston, TX

Associate of Science

Spring 2019

Magna Cum Laude

SKILLS

Bilingual English/Spanish

Problem Solving

Leadership

Multi-Tasking Mastery

Knowledgeable in Microsoft Office

Follow Directions Written/Verbal

EXPERIENCE

Starbucks, Houston, TX – Barista

March 2019 – September 2019

Greeted customers in a friendly manner, delivered a fast, fun and friendly Starbucks experience, prepared beverages and food items according to specifications, followed Food Safety Standards and maximized sales by preparing the correct menu items during high-volume sales times.

First Watch, Houston, TX – Server

July 2017 – June 2019

Provided quality customer service, took orders, and delivered food in a timely manner. Worked closely with other wait staff and kitchen to ensure the restaurant was operated efficiently. Offered suggestions and recommendations regarding options from the menu and maintained a clean and safe restaurant.

Target, San Jose, CA – Sales Associate/ Starbucks Team Member

June 2015 – May 2017

Met customers and ascertained their needs on sales floor, effectively communicated with supervisors, co-workers and customers and maintained a clean, safe and positive work environment up to Target and Starbucks specifications. Duties included stocking shelves with merchandise, customer service, and open/close store procedures.

Little Caesars, San Jose, CA – Assistant Manager

January 2012 – May 2015

Greeted customers daily in a welcoming manner, regularly input customer orders, and maintained a clean and safe work environment. Cash handling duties such as managing money drops and cash counts three times a day, as well as managing 3-16 people at any given time. Inventory check, open/close store procedures and prepared items for the following work day.

VOLUNTEER EXPERIENCE

| | |
|--|-----------|
| American Indian Education Center- 50 hours | 2009-2013 |
| Sacred Heart Community Service- 10 hours | 2011 |
| Kaiser Permanente- 120 hours | 2017 |

NOTICE TO EMPLOYEE
Labor Code section 2810.5

EMPLOYEE

Employee Name: Aliana Torres
Start Date: 10/16/2019

EMPLOYER

Legal Name of Hiring Employer: S.E Scher

Is hiring employer a staffing agency/business (e.g., Temporary Services Agency; Employee Leasing Company; or Professional Employer Organization [PEO])? Yes No

Other Names Hiring Employer is "doing business as" (if applicable):

Acrobat Outsourcing

Physical Address of Hiring Employer's Main Office:

665 Third St. Suite 415, San Francisco, CA. 94107

Hiring Employer's Mailing Address (if different than above):

Hiring Employer's Telephone Number: 415-431-8826

If the hiring employer is a staffing agency/business (above box checked "Yes"), the following is the other entity for whom this employee will perform work:

Name: Acrobat Outsourcing - The Service Companies

Physical Address of Main Office: 1871 The Alameda Ste 110 San Jose, CA 95126

Mailing Address: 1871 The Alameda Ste 110 San Jose, CA 95126

Telephone Number: (408) 964-0772

WAGE INFORMATION

Rate(s) of Pay: \$19/hr Overtime Rate(s) of Pay: \$28.5/hr

Rate by (check box): Hour Shift Day Week Salary Piece rate Commission

Other (provide specifics):

Does a written agreement exist providing the rate(s) of pay? (check box) Yes No

If yes, are all rate(s) of pay and bases thereof contained in that written agreement? Yes No

Allowances, if any, claimed as part of minimum wage (including meal or lodging allowances):

(If the employee has signed the acknowledgment of receipt below, it does not constitute a "voluntary written agreement" as required under the law between the employer and employee in order to credit any meals or lodging against the minimum wage. Any such voluntary written agreement must be evidenced by a separate document.)

Regular Payday: FRIDAY

Attendance Policy

The cost of absenteeism and lateness is difficult to estimate, no one can calculate the cost of the burden this puts on others who have to do the absent person's work. Most people will be late or sick at one time or another. But when short-term absences become more frequent, they might signal personal, medical, or job-related problems.

It is your responsibility to notify your supervisor at least 24 hours prior to your shift of any anticipated tardiness or absence. All tardiness or absences should be reported to the Emergency Line at 800.236.2276 x2207. You should provide the general reason for your absence, and understand that excessive absences and lateness will lead to disciplinary action.

Below is a breakdown of how infractions will be measured. Any employee who accumulates more than three points in a 90-day period can result in termination of employment.

Tardy – Anybody not signed/ clocked-in by their start time. 1 Point

Call Off – Needing to be taken off a shift after schedules are sent out. It is your responsibility to request any desired time off in advance. 1 Point

LM Call-Out – Failing to provide Acrobat with 24-hour notice before missing a shift. 1 Points

No Call No Show – Failing to provide Acrobat with any notice before missing a shift. 3 Points

Name: Aliana Torres Date: 10/16/2019

Signature: Aliana