

Christian Sharee Ivery

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CAREER OBJECTIVE

To secure a position with a stable and profitable organization, where I can be a member of a team and utilize my experience to the fullest.

ACADEMIC DETAILS

- General Study [2009] with aggregate of 3.0 from John C Fremont HS
- Phlebotomist [Pursuing] with aggregate of 3.0 from AUMT

WORK EXPERIENCE

- Working as Security Guard in American Guard Service Inc from Aug 2019 to till date
Role :Securing premises and personnel by patrolling property; monitoring surveillance equipment; inspecting buildings, equipment, and access points; permitting entry.
- Worked as Supervisor/Barista in Starbucks from Jul 2013 to Aug 2019
Role :Solving problems in the moment, creating the environment, running shifts that are customer focused, providing great customer service, accurately ringing up all customer orders, being knowledgeable about products offered in store, crafting food and beverages.
- Worked as Cashier in McDonald's from Jan 2011 to Jul 2013
Role :Greeting customers, ringing up customer orders, preparing food and drinks, setting up for next day service.

FIELD OF INTEREST

- Customers Service

SKILLS

- Great Time Management Skills
- Clear Communication Skills
- Ability to use positive Language

STRENGTH & HOBBIES

- Hardworking
- Honest
- Reliable
- Music/Art
- Reading
- Hiking

REFERENCE

Thea Sutton

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American Guard Service Inc
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Jeana Moore

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Alice Peace

Co-worker
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DECLARATION

I hereby declare that all the details furnished above are true to the best of my knowledge and belief.

(Christian Sharee Ivery)

^{-1/2}
97%

- 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

- ^{-1/2} T 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

Barista Test

Score 11 / 15

- B 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
- B 2) What are the basic ingredients of a Latte?
a) Milk, Espresso, Whipped Cream
b) Espresso, Steamed Milk
c) Water, Espresso, and Foam
- B 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
- A 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
- A 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
- C 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
- B 7) You can re-steam milk _____?
a) Only Once
b) Never
c) Sometimes
d) Always
- A 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
- C 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