

Kaseana Jackson

4220 ½ S. Harvard Blvd.

Los Angeles, CA

Ph: 424-800-1801

Email: Jacksonkaseana@gmail.com

Objective: Seeking employment for retail/ cashier positions and/or restaurant

Education: College Ready Academy High School #5

Graduate of June 2012

G.p.a: 3.5

Work Experience:

Company name: Dave & busters

Title: Game Attendant

To: March 2014

Description: help customers when games stop working, provide excellent customer service

Company name: McDonalds

Title: Cashier

From: March 2014

To: May 2017

Description: take customers orders, provide excellent customer service

Company name: H&M

Title: sales associate

From: June 2017

To: August 2019

Description: fold clothes neatly & put them back on the shelves, make sure store is clean, provide good customer service

Skills: great customer service skills, food handling skills, team player, hard worker, great communication skills, work well under pressure, very organized, problem solving, time management skills, active listener, self-motivation, leadership skills,



Dishwasher Test

Score 7 / 10

3 (10/1)

- 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
- 2) While washing dishes by hand, which item should you wear?
- a) Cutting glove
 - b) Oven Mitt
 - ☒ c) Rubber glove
 - d) Nothing
- 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
- 4) If you need to move a heavy load, you should PULL and not PUSH the object.
- ☒ a) True
 - ☒ b) False
- 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
- 6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.
- ☒ a) True
 - b) False
- 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
- 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
- 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
- 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



THE SERVICE COMPANIES

SERVICE. ABOVE ALL

Cashier Test

Score 13 / 15

D 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 9.750% 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

~~3.75~~ 3.75
4.25
8.00
20.00
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

3.75
3.75
1.25
1.25
2.50
2.50
3.25
3.25
28.50

2 97/100



THE SERVICE COMPANIES

SERVICE. ABOVE ALL

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

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, drivers license, passport

15) How many \$20 bills are in a bank band? \$4,000 = 200 bills 100 ... \$2000



THE SERVICE
COMPANIES

SERVICE. ABOVE ALL

BWS

Name _____

Servers Test

Score / 35

Multiple Choice

- A 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
- 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
- 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
- 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
- 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
- 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

D Scullery

F Queen Mary

A Chaffing Dish

B French Passing

B Russian Service

ES Corkscrew

C Tray Jack

- A. Metal buffet device used to keep food warm by heating it over warmed water
- 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)
- C. Used to hold a large tray on the dining floor
- D. Area for dirty dishware and glasses
- E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored
- F. Used to open bottles of wine
- G. Style of dining in which the courses come out one at a time



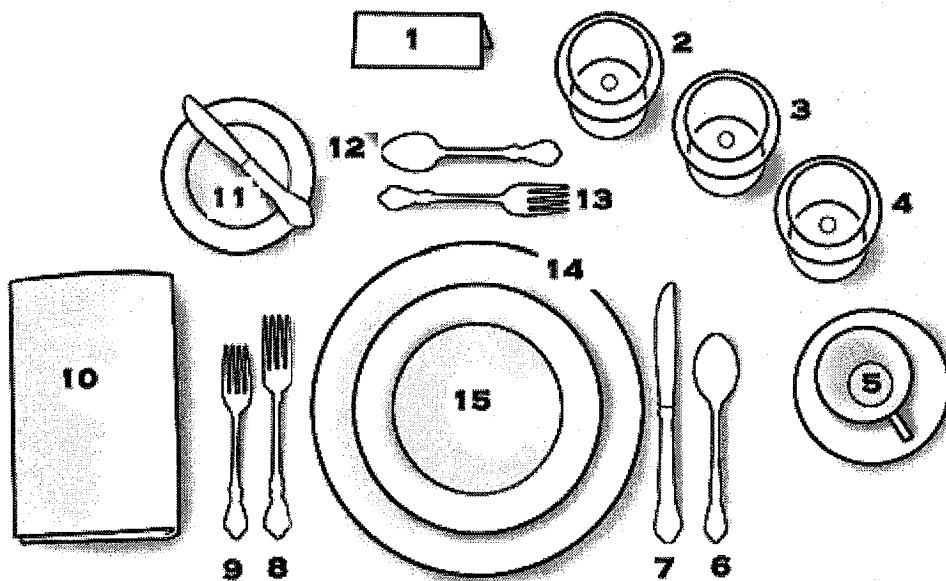
**THE SERVICE
COMPANIES**

SERVICE. ABOVE ALL

Name _____

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

- | | | | |
|-----------|-----------------------|------------|------------------------------|
| <u>10</u> | Napkin | <u>3 9</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 8</u> | Wine Glass (Red) |
| <u>13</u> | Dessert Fork | <u>9 8</u> | Salad Fork |
| <u>6</u> | Soup Spoon | <u>14</u> | Service Plate |
| <u>15</u> | Salad Plate | <u>3 8</u> | Wine Glass (White) |
| <u>4</u> | Water Glass | | |

Fill in the Blank

- The utensils are placed 8 inches inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? _____
- Synchronized service is when: operate at the same time or rate
- What is generally indicated on the name placard other than the name? Guest number
- The Protein on a plate is typically served at what hour on the clock? between 12 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
let the cooks know immediately