

# Acrobat

outsourcing  
Your Hospitality Staffing Professionals

Name: Sherri Smith

Taborca ID: 55306

Date of Hire: 1 / 3 / 2020

Date of Re-Act:      /      /     

## New employee set up

- ☒ E-verify
- ☒ Hire Right EE
- ☒ Hire Right Internal (upload any list A docs)
- ☒ Added to Orientation Time Sheet
- ☒ Attended New Hire Orientation
- ☒ Background Check
- ☒ New Hire List (All fields)
- ☒ Check Taborca Profile (All fields)
- ☒ Upload Resume and Skills Tests (one doc)
- ☒ Upload Food Handler's Card
- ☐ Direct Deposit (Scan to Payroll) and/or
- ☐ Global Cash Card — complete the form &
- ☐ have EE sign
- ☒ Notice to Employee Completed

## 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 if initially hired before 1/1/16
- ☐ Check W4
- ☐ Check all demographic info and availability
- ☐ 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 (notify payroll) and take steps to Re Act any old pay options still current
- ☐ 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 (all fields)
- ☐ Delete employee from the INA/TER spreadsheet if they are on it



**Interview Note Sheet**  
**General**

Applicant Information					
Name: <u>Sherri Smith</u>			Interviewer: <u>Ngoc</u>		
Date: <u>1/3/2020</u>			Rate of Pay: <u>\$19/hr</u>		
Position (s) Applied for: <u>Cashier / Concessions</u>			Referred by: <u>Indeed</u>		

  

Test Scores						Seeking: <u>Full-Time</u> <u>Part-Time</u>
Server	/35	%	Bartender	/30	%	
Prep Cook	/15	%	Barista	/10	%	
Grill Cook	/40	%	Cashier	/10	%	
Dishwasher	<u>8</u> /10	<u>80</u> %	Housekeeping	/16	%	

Relevant Experience & Summary of Strengths			
Total of <u>5</u> yrs Experience in Food Service/Hospitality			
Describe a time when you had to multitask, or work under pressure?	How would you handle a disagreement/argument with a coworker?	What do you do to go above and beyond and exceed your customer's expectations?	Notes:
<u>Had to multi-task when she worked at winery</u>	<u>Talk to supervisor</u>	<u>Talk to them and make sure their needs are met</u>	

P.O.S. Experience: Y / N details: _____	
Transportation:	Regions Available to work:
<u>Car</u>	<u>South Bay</u>
Certifications or any:	Availability:
<u>N/A</u>	<u>Open but prefer mornings</u>
Uniforms Owned:	Recommendations:
<input type="checkbox"/> Bistro White <input 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:	<input type="checkbox"/> Acrobat Academy  <input type="checkbox"/> Lead Academy
<input type="checkbox"/> Chef Coat <input type="checkbox"/> Chef Pants <input type="checkbox"/> Knives <input type="checkbox"/> Black Pants <input type="checkbox"/> Non-Slip Shoes <input type="checkbox"/> Bow Tie <input type="checkbox"/> Cut Glove	Other Languages Spoken:



# SHERRI SMITH

Submission Date  
January 3, 2020 11:25

First Name SHERRI  
Last Name SMITH  
E-mail Address 1980sherrij@gmail.com  
Phone 6693773017  
Address 36 S 8TH ST  
Unit or Number B1  
City, State SAN JOSE  
Zip Code 95112  
What region(s) are you applying to work within? San Jose  
Which position(s) are you applying for? Cook Server Bartender Busser Barback Housekeeper Dishwasher Barista  
Are you applying for: Full-Time  
When can you start? Jan 3, 2020  
Can you work overtime? Yes  
How did you hear about us? Google  
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  
Do you have any planned vacations or extended leave in the next 12 months? (If no, leave blank) No  
Have you ever applied to or worked for The Service Companies (TSC) before? No  
If hired, would you have reliable means of transportation to and from work? No  
If hired, can you present evidence of your legal right to live and work in this country? Yes  
State age if under 18. If you are under 18, hire is subject to verification that you are of minimum age to work. California  
Are you able to perform the essential functions of the job for which you are applying? Yes  
Name of School Heald college  
City & State Stockton,ca  
Grade/Degree Associate Applied Science Business Administration  
Graduated? Yes  
Do you have any special licenses? (If so, label under "Special") No  
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: Cashier, customer service, food service  
Are you currently employed? No  
Can we contact your current employer? Yes



Name and Address of Employer	Bear Creek Winery 1191 N Furry Rd Lodi, Ca 95240
Type of Business	Winery
Phone Number	209-369-6722
Your Position & Duties	General labor
Date of Employment (from/to):	09/2019-11/2019
Reason for Leaving	Seasonal
Still Employed:	No
Name and Address of Employer	Right way tax solutions 1040 n ham on Lodi, Ca 95240
Type of Business	Tax office call center
Phone Number	1-800-577-6211
Your Position & Duties	Responded to incoming calls regarding tax software products.
Date of Employment (from/to):	11/2018-03/2019
Reason for Leaving	Seasonal
Still Employed:	No
Name and Address of Employer	Department of motor vehicles 2233 n pixley parkway Lodi, Ca 95242
Type of Business	State of CA
Phone Number	916-725-4300
Your Position & Duties	Assisted the public with all department inquiries.
Date of Employment (from/to):	08-2015/01-2018
Reason for Leaving	Personal
Still Employed:	No
Have you ever been fired from a previous place of employment? If yes, please explain:	No
Have you obtained any special skills or abilities as the result of service in the military? If yes, please explain:	No
First Name	Cindy
Last Name	Lowell
E-mail Address	1980sherrij@gmail.com
Phone	C12256@gmail.com
Relationship:	Previous supervisor
Years Acquainted:	1
First Name	Angela
Last Name	Brown
E-mail Address	abrown@gmail.com
Phone	209-277-6300
Relationship:	Previous supervisor
Years Acquainted:	6
First Name	Terry
Last Name	Odwell
E-mail Address	t17nhf@yahoo.com
Phone	209-477-5300
Relationship:	Previous supervisor
Years Acquainted:	1

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 The Service Companies (TSC) 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 The Service Companies (TSC) 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 general public records history.

(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)

The Service Companies (TSC) 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)

Applicant Digital Signature (Type Name):

Sherri smith

Date:

Jan 3, 2020



# Sherri Smith

San Jose, CA

sherrismith469\_siz@indeedemail.com

209-390-5747

Self-motivated and dependable while achieving high performance with minimal supervision.

Authorized to work in the US for any employer

## Work Experience

### General Labor

Bear Creek Winery - Lodi, CA

September 2019 to November 2019

Performed tank washing, line and equipment sanitation, including confined space entry.

Ensured all additions to juice or wine are made accurately, per the work orders.

Performed barrel fills, barrel topping, barrel SO2 addition, barrel ingredient additions and barrel out and back duties.

Responsible for understanding and complying with applicable quality, environmental and safety regulatory considerations.

### Technical Support Call Center

Rightway Tax Solutions - Lodi, CA

December 2018 to March 2019

Answered incoming calls from tax preparers and managers in different tax offices across the country providing them with technical support for their tax preparation software. Used screen sharing software to troubleshoot and solve any client issues. Troubleshoot and resolved all customer complaints in a friendly and efficient manner.

### Mototor Vehicle Representative

State of California Department of Motor Vehicles - Lodi, CA

August 2015 to January 2018

Interpret, apply, and explain provisions of the vehicle code and the regulations and policies of the Department of Motor Vehicles pertaining to the licensing of drivers, registering and titling of vehicles and vessels, and licensing of vehicle dealers. Assist the public in the issuance of identification cards, driver and occupational licenses, motor carrier permits, and the registration and titling of vehicles.

### Cashier/Customer Service

Sinclair - Lodi, CA

July 2013 to August 2015

Provided customers with payment information and processed credit card payments and cash transactions. Cleaned and organized register counters. Worked with customer service to resolve issues. Added new merchandise to checkout lane shelves and kept displayed products neat and orderly. Tallied the cash register at the end of each shift and ensured that there was cash in till for the next cashier on shift.



## **Cashier**

McDonald's - Lodi, CA

December 2008 to January 2013

Maintained facility compliant with health codes, sanitation requirements and license regulations. Greeted all customers. Cleaned dishes with detergent, rinsing and sanitizing chemicals in three compartment sink. Assisted guests with making menu choices in an informative and helpful fashion. Executed cash transactions quickly and accurately.

## **Customer Service Call Center**

Homeq Servicing - Sacramento, CA

April 2004 to June 2008

Answer incoming customer phone calls for clients inquiring about their mortgage payments and terms and took appropriate action for each call. Maintain customer satisfaction ratings based on explicit criteria set forth by the company. Attend mandatory training sessions to stay updated on product or company policy changes. Use company policies to determine if there can be an immediate resolution to a customer issue or if that issue requires managerial input. Input data into the company computer platform to keep each customer record update. Processed credit card and check payments and posted payments to accounts.

## **Education**

### **Associate in Business Administration**

Heald College - Stockton, CA

January 2009 to July 2012

## **Skills**

- Customer Service
- CSR
- Call Center
- Customer Care
- Technical Support (Less than 1 year)
- Microsoft Office (8 years)
- Cashier
- Case Management (3 years)
- Filing (5 years)
- Customer Support

## **Certifications and Licenses**

### **Drivers License**

## **Assessments**

### **Customer Service Skills — Proficient**



November 2018

Measures a candidate's skill in evaluating approaches to customer service & satisfaction.

Full results: [https://share.indeedassessments.com/share\\_assignment/nqfhkmwmlk29n0cm](https://share.indeedassessments.com/share_assignment/nqfhkmwmlk29n0cm)

### **Critical Thinking — Proficient**

April 2019

Using logic to solve problems.

Full results: [https://share.indeedassessments.com/share\\_assignment/simrq07mmllffdoc](https://share.indeedassessments.com/share_assignment/simrq07mmllffdoc)

### **Accounting Skills: Basic Principles — Proficient**

April 2019

Measures a candidate's ability to prepare financial records according to federal policies.

Full results: [https://share.indeedassessments.com/share\\_assignment/rjsoi2rgzzmby-f](https://share.indeedassessments.com/share_assignment/rjsoi2rgzzmby-f)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.





**Dishwasher Test**

Score 8/10

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

D

2) While washing dishes by hand, which item should you wear?

- a) Cutting glove
- b) Oven Mitt
- c) Rubber glove
- d) Nothing

80%

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

B

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 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



**NOTICE TO EMPLOYEE**  
*Labor Code section 2810.5*

**EMPLOYEE**

Employee Name: Sherri Smith

Start Date: 12/1/3/2020

**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: The Service Companies - Acrobat Outsourcing

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) 844-0772

**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

## WORKERS' COMPENSATION

Insurance Carrier's Name: Integro USA Inc. dba Integro Insurance Brokers

Address: 1 State Street Plaza, 9<sup>th</sup> floor, New York, NY. 10004

Telephone Number: 212-295-5440

Policy No.: LDC4042609 AOS

☐ Self-Insured (Labor Code 3700) and Certificate Number for Consent to Self-Insure: \_\_\_\_\_

## PAID SICK LEAVE

Unless exempt, the employee identified on this notice is entitled to minimum requirements for paid sick leave under state law which provides that an employee:

- a. May accrue paid sick leave and may request and use up to 3 days or 24 hours of accrued paid sick leave per year;
- b. May not be terminated or retaliated against for using or requesting the use of accrued paid sick leave; and
- c. Has the right to file a complaint against an employer who retaliates or discriminates against an employee for
  1. requesting or using accrued sick days;
  2. attempting to exercise the right to use accrued paid sick days;
  3. filing a complaint or alleging a violation of Article 1.5 section 245 et seq. of the California Labor Code;
  4. cooperating in an investigation or prosecution of an alleged violation of this Article or opposing any policy or practice or act that is prohibited by Article 1.5 section 245 et seq. of the California Labor Code.

The following applies to the employee identified on this notice: *(Check one box)*

- ☐ 1. Accrues paid sick leave only pursuant to the minimum requirements stated in Labor Code §245 et seq. with no other employer policy providing additional or different terms for accrual and use of paid sick leave.
- ☐ 2. Accrues paid sick leave pursuant to the employer's policy which satisfies or exceeds the accrual, carryover, and use requirements of Labor Code §246.
- ☐ 3. Employer provides no less than 24 hours (or 3 days) of paid sick leave at the beginning of each 12-month period.
- ☐ 4. The employee is exempt from paid sick leave protection by Labor Code §245.5. (State exemption and specific subsection for exemption): \_\_\_\_\_

## ACKNOWLEDGEMENT OF RECEIPT

*(Optional)*

Ngoc Ho  
(PRINT NAME of Employer representative)

[Signature]  
(SIGNATURE of Employer Representative)

1/3/2020  
(Date)

Sherry Smith  
(PRINT NAME of Employee)

[Signature]  
(SIGNATURE of Employee)

1/3/2020  
(Date)

The employee's signature on this notice merely constitutes acknowledgement of receipt.

Labor Code section 2810.5(b) requires that the employer notify you in writing of any changes to the information set forth in this Notice within seven calendar days after the time of the changes, unless one of the following applies: (a) All changes are reflected on a timely wage statement furnished in accordance with Labor Code section 226; (b) Notice of all changes is provided in another writing required by law within seven days of the changes.

# Acrobat

outsourcing

Your Hospitality Staffing Professionals

## 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:

Shemi Smith

Date:

11/3/20

Signature:



