

# Acrobat

outsourcing  
Your Hospitality Staffing Professionals

Name: Claudia Marcelo

Taborca ID: 55319

Date of Hire: 1 / 3 / 2020

Date of Re-Act:      /      /     

## New employee set up

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li><input checked="" type="checkbox"/> E-verify</li><li><input checked="" type="checkbox"/> Hire Right EE</li><li><input checked="" type="checkbox"/> Hire Right Internal (upload any list A docs)</li><li><input type="checkbox"/> <del>Direct Deposit (Scan to Payroll) and/or</del><br/><del>Global Cash Card - complete the form &amp;</del><br/><del>have EE sign</del></li><li><input checked="" type="checkbox"/> Notice to Employee Completed</li></ul> | <ul style="list-style-type: none"><li><input checked="" type="checkbox"/> Added to Orientation Time Sheet</li><li><input checked="" type="checkbox"/> Attended New Hire Orientation</li><li><input checked="" type="checkbox"/> Background Check</li><li><input checked="" type="checkbox"/> New Hire List (All fields)</li><li><input checked="" type="checkbox"/> Check Taborca Profile (All fields)</li><li><input checked="" type="checkbox"/> Upload Resume and Skills Tests (one doc)</li><li><input type="checkbox"/> Upload Food Handler's Card</li></ul> |
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## 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

Cook

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

Test Scores					
Server	/35	%	Bartender	/30	%
Prep Cook	/15	%	Barista	/10	%
Grill Cook	/40	%	Cashier	/10	%
Dishwasher	/10	%	Housekeeping	/16	%

Seeking:
<u>Full-Time</u>
Part-Time

Relevant Experience & Summary of Strengths			
Total of _____ Experience in Food Service/Hospitality			
Tell us about your formal training as a cook?	Tell me about your knife handling skills?	Tell me about a time you made a mistake while preparing ingredients. How did you correct it and what did you learn?	Notes:
-experience through different places	N/A	-Consult w/ teammate before handling it yourself	

P.O.S. Experience: Y / N details: \_\_\_\_\_

Transportation	Regions Available to Work
<u>Car</u>	<u>South Bay</u>
Certifications (if 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	Other Languages Spoken
	<u>Spanish</u>

**Claudia**  
**Marcelo**

Submission Date  
January 2, 2020 16:31

First Name	Claudia
Last Name	Marcelo
E-mail Address	clamaczx36@gmail.com
Phone	4086489482
Address	2895 Old Almaden Rd
Unit or Number	2
City, State	San Jose ca
Zip Code	95125
What region(s) are you applying to work within?	San Jose
Which position(s) are you applying for?	Cook
Are you applying for:	Full-Time    Part-Time
When can you start?	Jan 6, 2020
Can you work overtime?	Yes
How did you hear about us?	Google    Craigslist
What days/times can you work? Select all that apply:	Monday AM    Tuesday AM    Wednesday AM    Thursday AM    Friday AM    Saturday AM Sunday AM
Do you have any planned vacations or extended leave in the next 12 months? (If no, leave blank)	Yes
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?	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
Name of School	My place in high school
City & State	San Jose
Grade/Degree	No
Graduated?	No
Do you have any special licenses? (If so, label under "Special")	No
Are you computer literate? (If so, label which programs under "Special")	No
Are you proficient with Point of Sale systems? (If so, label which under "Special")	No
Do you have any experience, training, qualifications or special skills? (If so, label under "Special")	No
Are you currently employed?	Yes
Can we contact your current employer?	Yes
Name and Address of Employer	Smoke eaters.    5018 Almaden Expy San Jose ca 95118
Type of Business	Restaurant
Phone Number	408-2671430
Your Position & Duties	Cashier

Date of Employment (from/to): 08-18-18  
Reason for Leaving I am still there  
Still Employed: Yes  
Name and Address of Employer Chávez supermarket  
Type of Business Supermarket  
Phone Number 408-2948399  
Your Position & Duties Open cashier and then help on the restaurant  
Date of Employment (from/to): 4-16-16  
Reason for Leaving Maternity leave  
Still Employed: No  
First Name Hector  
Last Name Cruz  
E-mail Address hectorcruz1@gmail.com  
Phone 4087106097  
Relationship: Friend  
Years Acquainted: 10

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 (Checked box indicates acknowledgement)

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.

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

(Checked box indicates acknowledgement)

Applicant Digital Signature (Type Name):

Claudia Marcel

Date:

Jan 2, 2020

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# CLAUDIA MARCELO

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408-648-9482

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## PROFESSIONAL SUMMARY

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Motivated customer service specialist with over 15 years retail experience in a fast-paced, team-based environment. Skilled in training staff and establishing rapport with clients. Self-motivated with exceptional communication and computer capabilities. Maintains strong organizational skills and strong planning. Possesses exceptional interpersonal and communication skills with the ability to maintain confidentiality. Motivated team player, who brings energy and an ability to multi task in a fast pace environment.

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## SKILLS

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- Proficient in computer skills, Microsoft office.
- Effective in planning and organizing.
- Excel in both understanding oral and written instructions.
- Highly motivated, flexible, dependable and committed
- Self Starter
- Fast Learner and trainable.
- Experienced manager
- Proficient in cash management

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## WORK HISTORY

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Team Leader, 04/2014 to 01/2016  
Popeye's - San Jose, CA

- Managed a team of 13 individuals.
- Oversaw both opening and closing of the restaurant.
- Maintained accurate inventory of all product associated with every day business.
- Worked closely with all team members including the cooking staff, cashiers and all other associates.
- Completed miscellaneous tasks brought forth by the management team.
- Consistently provided friendly guest service and heartfelt hospitality.
- Demonstrated integrity and honesty while interacting with guests, team members and managers.
- Maintained high standards of customer service during high-volume, fast-paced operations.

Manager, 08/2010 to 01/2014  
Popeye's - San Jose, CA

- Assisted in maintaining preparation and service areas in a sanitary condition
- Trained kitchen staff on proper use of equipment, food handling, and portion sizing.
- Supervised kitchen staff of 20 people and ensured proper event set-up, food preparation, kitchen clean-up and proper shut down.
- Managed food delivery for 200+ guests for special events
- Greeted each customer with friendly eye contact
- Scheduled all shifts for team members, including time off requests, vacation requests, etc.
- Effectively managed payroll for all employees.

Child Care Provider, 02/2005 to 06/2007  
Self Employed - San Jose, CA

- Communicated regularly with parents about daily activities and behaviors.
- Maintained daily records of children's individual activities, behaviors, meals and naps.
- Communicated with children's guardians about daily activities, behaviors and related issues.
- Transported 7 children to and from school, after school activities, appointments, etc.
- Tutored and assisted with any homework, projects, etc that children had.
- Supervised circle time, free play, outside play and learning and developmental activities.

Housekeeping, 01/2003 to 05/2005  
Artisan Hotel and Spa - Las Vegas, NV

- Vacuumed rugs and carpeted areas in offices, lobbies and corridors.
- Changed bed linens and collected soiled linens for cleaning.
- Disinfected and mopped bathrooms to keep them sanitary and clean.
- Cleaned walls, windows, shades and curtains.
- Cleaned and changed bedspreads, blankets and mattresses.
- Verified that all storage areas and carts were clean and organized.
- Transported cleaning products and equipment to and from the utility rooms.
- Maintained accurate count of all supplies through inventory control.

Customer Service, 09/1999 to 04/2001

Dress for Less – San Jose, CA

- Greeted customers entering the store to ascertain what each customer wanted or needed.
  - Restocked inventory every month and reviewed cash operation data to verify proper replenishment.
  - Oversaw the shipping and receiving of all new orders.
- Provided excellent customer service to all patrons shopping.

**Multiple Choice** (1 point each)

- 1 1) A gallon is equal to \_\_\_\_\_ ounces
- a. 56
  - b. 145
  - c. 32
  - ☒ d. 128
- \_\_\_\_\_ 2) Mesclun are what type of vegetable?
- a. Roots
  - b. Beans
  - c. Salad Greens
  - ☒ d. Spices
- \_\_\_\_\_ 3) What does the term braise mean?
- a. Sear quickly on both sides
  - ☒ b. Slowly cook in covered pan with little liquid
  - c. Cook on high heat and quickly
  - d. Slowly cook in simmering water
- \_\_\_\_\_ 4) At what internal temperature must chicken be cooked so that it is safe to eat?
- a. 155 degrees F
  - ☒ b. 165 degrees F
  - ☒ c. 175 degrees F
  - d. 185 degrees F
- \_\_\_\_\_ 5) How do you blanche vegetables?
- ☒ a. Immerse for a short time in boiling water
  - b. Cook lightly in butter over med heat
  - c. Soak in cold water overnight
  - d. Rub with salt before cooking
- \$0 6) Which of the following ingredients would you pack before measuring?
- a. Olive Oil
  - ☒ b. Salt
  - ☒ c. Brown Sugar
  - d. White Sugar
- \_\_\_\_\_ 7) What is Al Dente?
- a. Firm but not hard
  - ☒ b. Soft to the touch
  - c. Very hard
  - d. Very soft
- 2 8) Food should be left out no more than
- ☒ a. 2 hours
  - b. 3 hours
  - c. 4 hours
  - d. 5 hours

60%



## Prep Cooks Test

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17) What is a Julien cut?



- a. Food cut into long thin strips, matchstick
- b. Food cut into long thin strips then turned and cut into a 1/8" dice
- c. Food diced into finely chopped and uniform pieces
- d. Cutting and peeling into oblong seven sided football like shapes

18) To cook a food in a pan without browning over low heat until the item softens and releases moisture.



- a. Sweat
- b. Boil
- c. Roast
- d. Grill

**Fill-in the Blank** (1 point each)

19) Salt & Pepper are the basic seasoning ingredients for all savory recipes.

20) Dice : to cut into very small pieces when uniformity of size and shape is not important.

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

**EMPLOYEE**

Employee Name: Claudia Marcelo  
Start Date: 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



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: Claudia Marcela Date: 1-3-20

Signature: 