

Sheila Esparza

261 S Avenue 50  
APT B  
Los Angeles, CA 90042  
(760) 848-6405  
esparzasheila@gmail.com

## OBJECTIVE

Energetic and confident professional looking for a position as a Customer Service Associate. Utilizing a friendly demeanor, skills in situation analysis and client needs evaluation to get the maximum level of satisfaction of guest.

## QUALIFICATIONS

- Ability to identify and resolve issues quickly
- Strong customer service skills, friendly and approachable.
- Proficient with all office equipment
- Excellent communication skills, both written and verbal.
- Skilled at prioritizing to ensure deadlines are met

## PROFESSIONAL EXPERIENCE

### Customer Loyalty Representative

Oportun      Los Angeles, CA.      09/2017-Present

- Greet customers entering the store to ascertain each customers needs.
- Answer questions with up-to-date knowledge of sales and store promotions.
- Submit loan applications to the underwriter for verification.
- Enter numerical data into databases in a timely and accurate manner.
- Scan documentation and enter into database.
- Represent the organization to customers, the public, and other external sources.

### Cashier and Sales Associate

Amoeba Music      Hollywood, CA      08/2013-08/2017

- Interface with customers to identify purchasing needs and direct them to the appropriate department; recommend additional products or cost effective alternatives to enhance service and satisfaction.
- Facilitate inventory and stock management; conduct routine cycle counts and inventory audits to assist department manager and store to replenish inventories while minimizing excess.
- Maintain and organize store displays to enhance product visibility and expedite product location activities
- Provide training to new employees to uphold company policies and sustain customer satisfaction

### Shift Lead

Barnes and Noble: CAL STATE LA      Los Angeles, CA      09/2011-08/2013

- Greet customers as they arrive at the Starbucks outlet and inquire into their orders
- Provide customers with information on popular coffee blends
- Educate customers about the history of each coffee blend when inquired
- Give samples of popular coffee blends with a view to creating sales opportunities
- Correctly enter food and beverage orders into the POS system to ensure accurate preparation of product.

## **Barista**

**Fantasy Springs Resort Casino Indio, CA**

**06/2008-08/2010**

- Provide fast, friendly, professional and responsive customer service to casino guest
- Greet and welcome each guest
- Take initial beverage order within 9 minutes of guest being seated on the casino floor and within 2 minutes in lounge
- Maintain current and accurate information regarding menu (i.e., pronunciation, preparation techniques, seasonings, ingredients and garnish presentation).

## **Education**

Coachella Valley High School	September 2002 – June 2006
Job Skills Program	September 2011
Pasadena City College	September 2011 – June 2012



**Dishwasher Test**

**Score** 9 / 10

90%

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

1

C

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

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

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 dry 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



80%

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

a 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

C 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

C 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