

Sheila Esparza

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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

Opportun 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%

1

- 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
- 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