

# Interview Note Sheet

## Cook

Applicant Information	
Name: <u>Michael Fowler</u>	Interviewer:
Date:	Rate of Pay:
Position (s) Applied for:	Referred by:
<u>Cook - Farmers</u>	

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

Seeking:
Full-Time
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:
<ul style="list-style-type: none"> <li>- Server</li> <li>- Busser</li> <li>- Back of house</li> <li>- Prep</li> <li>- grill</li> <li>- Line</li> </ul>	<ul style="list-style-type: none"> <li>- Beer &amp; Wine</li> <li>-</li> <li>- <u>grill Cook</u></li> </ul>		

P.O.S. Experience: Y / N details:																								
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# Michael Fowler

858.736.1304

## **Tesla Motors Inc.**

- » Answered Phone Calls, Emails and Drive In's to address any customer concerns with the highest level of response and attention.
- » Returned missed phone calls, email in no less than 5 minutes.
- » Determined if technical solutions can be resolved over the phone; escalated sessions and emergencies immediately to Shop Foreman / Service Manager or provided immediate attention with my resources.
- » Accurately recorded issues and data into Dealer Management System
- » Conducted Transactions w/ system; walking customers through corrections and providing summaries.
- » Communicated estimated completion time, regular updates and would follow up on each customer vehicle In Southern California.
- Coordinated the detail of every vehicle prior to delivery.
- Coordinated the delivery time or pick up with each customer.
- Followed up with Customers on services provided; to ensure they are satisfied with the work performed.
- Perform detailed daily record keeping and reporting.

## **UTC Mall Concierge**

- » concierge provide guests with highly specialized services meant to improve guest experiences
- » answering phone calls, entering data into the computer, speaking with mall management to better service store managers
- » helping at the kiosk with wheelchairs and anything above and beyond for customer service
- » I implemented the idea for The UTC Mall rewards program

## **Microsoft Store Fashion Valley (Product Advisor)**

- » top In QTD Sales and Customer Service Surveys(NPS)
- » Set up Virtual Reality experiences
- » Sold Surface devices ( Pro 4, Studio, SurfaceBook)
- » Sold Xbox, games and accessories
- » had opportunities to teach Office and Getting to know Windows courses
- » Captured Business leads and helped generate SMB Sales
- » Used strong written and verbal communication as well as daily live demonstrations for company training videos



**FOH Manager/Greeter/Server 2013-2016 June, Tender Greens(UTC, Point Loma, Mission Valley)**

- » I started at Tender Greens as a Busser and server then moved up to FOH Manager my duties were: cutting/bread, Making our select drinks or Aqua Frescas, Preparing soups for the day, prepping anything the chef needed for the special( cutting meats, making pasta, making mashed potatoes for the entire restaurant day etc.)
- » cleaning up the dining room, floors, tables, chairs(dishes, plates, cups, etc.)
- » Preparing anything my chefs needed at any given moment Including two daily specials (Making pasta from scratch, Cutting Veggies, marinating meat, Deep Frying)
- » I would greet every single customer who entered or left the establishment, carry out food and in brief detail explained our services, menu and the history behind the company
- » Train new employees on our company Standards and Procedures

**Product Advisor August 2012- April 2013, Microsoft Store Fashion Valley**

- » Boosted Sales during holiday season for Surface RT, Surface Pro, Computers, accessories, Xbox, Windows Phone
- » had the #1 Microsoft Store during my tenure.

**MMORPG Admin (DC Universe Online )September 2011-July 2012, Sony Online Entertainment**

- » High ticket customer resolutions
- » Led my department In tickets resolved
- » Resolved In game Issues(glitches, bugs, errors, hacking, damage data issues)

**SCEA Sony Computer Entertainment America – San Diego, CA**

**Global First Party Quality Assurance Games Test Analyst February 2009- October 2011**

- » Completed automated test cases DevTest and found a variety of different bugs using DevTrack
- » inputted data describing various issues to the development team back and forth work was applied to make sure the game was finished on schedule
- » Games Completed: MAG, MLB Baseball the show, Carnival Island,
- » localization of games from Japanese to English and helped with TRC checklist

**Education**

2008, University City High



ACROBAT OUTSOURCING  
TSC GROUP

## Employment Application

Acrobat Outsourcing is an equal opportunity employer dedicated to non-discrimination in all employment practices. Acrobat Outsourcing selects the best qualified individual for the job based on job-related qualifications regardless of race, age (40+), color, religion, gender, national origin, ancestry, marital status, sexual orientation, disability or any other status protected by applicable law.

### PLEASE PRINT

Full Name Michael Fowler Date: 1/17/2020  
Home Telephone ( 858 ) 216-2148 Other Telephone (     )      
Present Address 3315 Cheyenne Ave, San Diego, CA, 92117  
Permanent Address, if different from present address:      
Email Address MichaelAnthonyFowler@Ickard.com

### EMPLOYMENT DESIRED

Position applying for: Line Cook / Prep Cook Salary desired:      
Are you currently registered with any staffing and/or employment agencies? If so, please list  
Regally Staffing, QWIK, Insta work  
Are you applying for: Full-time work? Yes     No     Part-time work? Yes ✓ No      
Temporary work, e.g., summer or holiday work? Yes ✓ No     From:     To:      
How did you find out about our open position? (Please check fill in proper name of source):  
Referral ☐ Name of Referral     Newspaper ☐ Job Fair ☐ Agency ☐  
Company Website ☒ Other Web Posting ☐ Other Source ☐  
Could you work overtime, if necessary? Yes ✓ No     If hired, on what date could you start working?  
1/18/2020 or 1/15/2020

Please keep in mind that schedules and shifts may vary depending on position and season. Additionally, the hours may vary from week to week, depending on the company needs. Please list only the times/days you're available to work below.

SPECIFY HOURS AVAILABLE DAILY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
AM	Open	Open	Open	Open	Open	Open	Open
PM	Open	Open	Open	Open	Open	Open	Open
Do you have any vacations or extended leaves planned in the next 12 months? If so, please list dates: <u>No but I have another job, If you have flexibility I can be available</u>							



### PERSONAL INFORMATION

Have you ever applied to or worked for Acrobat Outsourcing before? Yes\_\_\_ No ☒ If yes, when? \_\_\_\_\_

Do you have friends or relatives working for Acrobat Outsourcing? Yes\_\_\_ No ☒ If yes, please state name and relationship \_\_\_\_\_

If hired, would you have a reliable means of transportation to and from work? Yes ☒ No\_\_\_

If hired, can you present evidence of your legal right to live and work in this country? Yes ☒ No\_\_\_

State age if you are under 18 \_\_\_\_\_. If you are under 18, hire is subject to verification that you are of minimum legal age to work.

Are you able to perform the essential functions of the job for which you are applying? Yes ☒ No\_\_\_

If no, describe the functions that cannot be performed. (Note: We comply with the ADA and consider reasonable accommodation measures that may be necessary for eligible applicants/employees to perform essential functions.)

Pursuant to any and all Fair Chance Ordinances, we will consider for employment qualified applicants with arrest and conviction records.

### EDUCATION & SKILLS

NAME OF SCHOOL	CITY & STATE	GRADE OR DEGREE COMPLETED	DID YOU GRADUATE?
University City High School	San Diego, CA	12	Y
Do you have any special licenses, certificates or special training? If so please list under "Special".		<input checked="" type="radio"/> YES	NO
Are you computer literate? If so, list software knowledge under "Special."		<input checked="" type="radio"/> YES	NO
Are you proficient with Point of Sales Systems? If, so please list which ones under "Special."		<input checked="" type="radio"/> YES	NO
Do you have any other experience, training, qualifications or special skills, which you feel make you especially suited for work at Acrobat Outsourcing? If so, please list under "Special."		YES	NO
Special: I have certifications in Microsoft Office, I know Adobe PS, and I learn software fast			

### EMPLOYMENT HISTORY

List below all present and past employment starting with your most recent employer (last 10 years is sufficient). Account for unemployment periods of three months or more.

Are you currently employed? Yes ☒ No ☐ If so, may we contact your current employer? Yes ☒ No ☐

Name and Address of Employer Royalty Stacks

Type of Business Stacking Assets Telephone No. ( ) Supervisor's Name Paige

Your Position and Duties Prep, Line work, dish washing, laundry

Dates of Employment: From June 19 To Now

Reason for Leaving: ~~Quit~~

Name and Address of Employer Tesla Motors Inc.

Type of Business Service Telephone No. (888) Supervisor's Name

Your Position and Duties

Dates of Employment: From July 18 To June 19

Reason for Leaving: Laid off

Name and Address of Employer

Type of Business Telephone No. ( ) Supervisor's Name

Your Position and Duties

Dates of Employment: From To

Reason for Leaving:

Name and Address of Employer

Type of Business Telephone No. ( ) Supervisor's Name

Your Position and Duties \_\_\_\_\_  
\_\_\_\_\_

Dates of Employment: From \_\_\_\_\_ To \_\_\_\_\_

Reason for Leaving: \_\_\_\_\_

Have you ever been fired from any previous place of employment? If so, please explain: No

#### MILITARY SERVICE

Have you obtained any special skills or abilities as the result of service in the military? Yes \_\_\_\_\_ No ✓

If so, describe: \_\_\_\_\_

#### JOB RELATED REFERENCES

List below three persons not related to you who have knowledge of your work performance within the last three years.

Name: Tamara Telephone No. (64) 845-5144

Address \_\_\_\_\_

Occupation: \_\_\_\_\_ Relationship: Manager at Past Job Number of Years Acquainted: 3

Name: Gerry Garcia Telephone No. (888) 405-576

Address \_\_\_\_\_

Occupation: \_\_\_\_\_ Relationship: Previous Manager Number of Years Acquainted: 8

Name: Erik Degraffenreicht Telephone No. (708) 926-4318

Address \_\_\_\_\_

Occupation: \_\_\_\_\_ Relationship: Colleague Number of Years Acquainted: 8



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

**EMPLOYEE**

Employee Name: Michael Fowler

Start Date: 1/17/20

**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: \_\_\_\_\_

Physical Address of Main Office: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

**WAGE INFORMATION**

Rate(s) of Pay: \$13.00 Overtime Rate(s) of Pay: \$19.50

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:

- May accrue paid sick leave and may request and use up to 3 days or 24 hours of accrued paid sick leave per year;
- May not be terminated or retaliated against for using or requesting the use of accrued paid sick leave; and
- Has the right to file a complaint against an employer who retaliates or discriminates against an employee for
  - requesting or using accrued sick days;
  - attempting to exercise the right to use accrued paid sick days;
  - filing a complaint or alleging a violation of Article 1.5 section 245 et seq. of the California Labor Code;
  - 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)

- 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.
- Accrues paid sick leave pursuant to the employer's policy which satisfies or exceeds the accrual, carryover, and use requirements of Labor Code §246.
- Employer provides no less than 24 hours (or 3 days) of paid sick leave at the beginning of each 12-month period.
- 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)

Glyse Colbert  
(PRINT NAME of Employer representative)

[Signature]  
(SIGNATURE of Employer Representative)

1/17/20  
(Date)

Michael A. Fowler  
(PRINT NAME of Employee)

[Signature]  
(SIGNATURE of Employee)

1/17/20  
(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.





### Earned Sick Leave and Minimum Wage Employee Notification Form

Legal Name of Hiring Employer: S.E. Scher Corp  
D/B/A of Hiring Employer (if different than Legal Name): Acrobat Outsourcing  
Employer's Address: 2525 Camino Del Rio South Ste. 310, San Diego, CA 92108  
Employer's Phone number: 858-771-0010  
Employee Name: Michael Fowler  
Employee Start Date: 1/17/20

#### As of July 11, 2016, all Employers must:

- Pay no less than \$10.50 per hour and provide paid sick leave to all employees who perform at least two (2) hours of work in one work week within the geographic boundaries of the City of San Diego
- Allow employees to begin using accrued sick leave after the ninetieth (90) day of employment or after July 11, 2016, whichever is later
- Post the Earned Sick Leave and Minimum Wage notices published each year by the City in a conspicuous place at workplace or job site where employees work
- Create contemporaneous records documenting employees' wages earned and accrual and use of earned sick leave. These records must be provided to employees on a regular basis and retained by employer for at least three (3) years
- Allow Enforcement Official reasonable access to the workplace to inspect and interview witnesses in furtherance of an investigation

#### Employee rights:

- Employees who assert any rights provided in the Earned Sick Leave and Minimum Wage Ordinance are protected from retaliation
- Employees may file a civil lawsuit against their employers for any violation of the Ordinance or may file a complaint with the City of San Diego Enforcement Office

If you have questions, need additional information or believe your employer has violated any provision of this law, please contact your employer or visit the City of San Diego Minimum Wage Enforcement Office website at:

<https://www.sandiego.gov/treasurer/minimum-wage-program>

#### Acknowledgement of Receipt:

Glyse Colbert  
(PRINT NAME of Employer representative)

[Signature]  
(SIGNATURE of Employer Representative)

1/17/20  
(Date)

Michael Fowler  
(PRINT NAME of Employee)

[Signature]  
(SIGNATURE of Employee)

1/17/20  
(Date)

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