

NANCY JOE

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OBJECTIVE

Seeking a Customer Service Representative position in a company where advancement opportunity exists.

SKILLS AND ABILITIES

- ✓ Strong sense of responsibility
- ✓ Quick learner
- ✓ Able to prioritize a heavy workload
- ✓ Able to work well with others
- ✓ Get along well with others
- ✓ Self-motivated
- ✓ Bilingual – English/ Bassa
- ✓ Excellent customer service skills, 6 Years
- ✓ Applies telephone etiquette
- ✓ Accurate data entry and typing
- ✓ Proficient use of computer and Internet
- ✓ Excellent organizational skills and filing

WORK EXPERIENCE

- Answer incoming calls, greeting callers, providing information, transferring calls or taking messages as necessary.
- Greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations.
- Page individuals to inform them of telephone calls, using paging or interoffice communication equipment.
- Transmit information or documents to customers, using computer or mail.
- Place telephone calls or arrange conference calls as instructed.
- Perform various data entry or word processing tasks, such as updating phone directories, typing or proofreading documents, or creating schedules.
- Hear and resolve complaints from customers or the public.
- File and maintain records.
- Provide information about establishment, such as location of departments or offices, employees within the organization, or services provided.
- Collect, sort, distribute, or prepare mail and messages.
- Process and prepare memos, correspondence, or other documents.
- Receive payment and record receipts for services.

WORK HISTORY

03/2014 to 03/2015

Cashier/Front End

Marshall

Los Angeles, CA

01/2006 to 03/2012

Customer Service Representative

Ruth's Barcon

Liberia, West Africa

07/2014 to 06/2017

Hostess/takeout/Server, Runner

P.F.Changs

Los Angeles, CA

EDUCATION

Los Angeles City College

Los Angeles, CA

General Education

Present

Los Angeles County Office of Education

Los Angeles, CA

Computer Applications Certificate

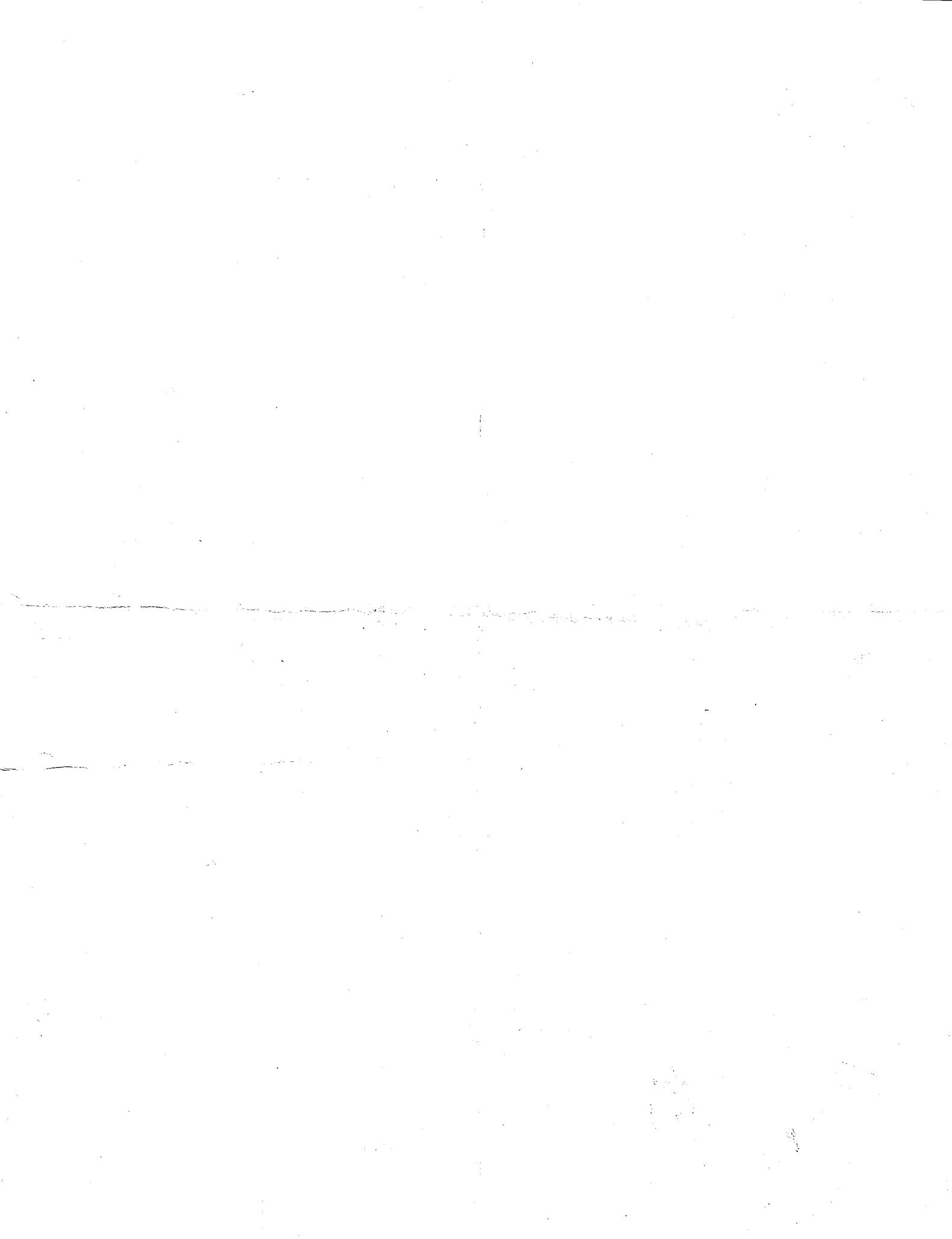
Present

Konoly Academy

Liberia, West Africa

Diploma

2010





Cashier Test

Score 12/15

B

1) A roll of quarters is worth?

- a) \$5.00
- b) \$10.00
- c) \$15.00
- d) \$20.00

2

A

2) A roll of dimes is worth?

- a) \$5.00
- b) \$4.00
- c) \$3.00
- d) \$2.00

80%

d

3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- d) \$2.00

C

4) A roll of pennies is worth?

- a) \$1.00
- b) \$0.75
- c) \$0.50
- d) \$0.25

C

5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- c) Point of sales
- d) People over service

CA

6) What is the current sales tax rate in your city 10.50?

14.95

C

7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?

- a) \$4.06
- b) \$2.06
- c) \$7.06
- d) \$5.06

A 35.50

A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?

- a) \$19.50
- b) \$14.50
- c) \$9.50
- d) \$4.50

D

8) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?

- a) \$6.00
- b) \$8.00
- c) \$10.00
- d) \$12.00

A 91.00

9) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?

- a) \$78.50
- b) \$58.50
- c) \$38.50
- d) \$28.50



D

Cashier Test

Score / 15

-3

11) Counterfeit pens should be used on which three denominations?

- a) \$20, \$50, \$100
- b) \$10, \$20, \$50
- c) \$5, \$50, \$100
- d) \$10, \$20, \$50

B

12) How many times should you count change when giving it to the customer?

- a) one
- b) two
- c) three
- d) no need to count

Question & Answer:

13) What is the minimum age for legal alcohol purchases?

21

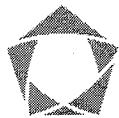
14) What are the acceptable forms of ID for alcohol purchases?

CA ID or Driver's

15) How many \$20 bills are in a bank band?

These are 1,000

100 → \$2,000



Dishwasher Test

Score 9 / 10

20

100

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

A 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

A 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, chafing 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

D 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

