

## 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	<b>Cashier/Front End</b>	Marshall	Los Angeles, CA
01/2006 to 03/2012	<b>Customer Service Representative</b>	Ruth's Barcon	Liberia, West Africa
07/2014 to 06/2017	<b>Hostess/takeout/Server, Runner</b>	P.F.Changs	Los Angeles, CA

### EDUCATION

Los Angeles City College	Los Angeles, CA
<b>General Education</b>	Present
Los Angeles County Office of Education	Los Angeles, CA
<b>Computer Applications Certificate</b>	Present
Konoly Academy	Liberia, West Africa
<b>Diploma</b>	2010





# THE SERVICE COMPANIES

SERVICE. ABOVE ALL

## 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

23

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?

1495

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

8) 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

9) 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

10) 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



# THE SERVICE COMPANIES

SERVICE. ABOVE ALL

## Cashier Test

Score / 15

D 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

-3

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 li

~~15)~~ How many \$20 bills are in a bank band? There are 1,000

100 → \$1,000



# THE SERVICE COMPANIES

SERVICE. ABOVE ALL

## Dishwasher Test

Score 9 / 10

- 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, 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
- 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

