

Interview Note Sheet

Bartender

Name: <u>Alicia Roberts Allen</u>			Interviewer: <u>AW.</u>		
Date: <u>2/13/20</u>			Rate of Pay:		
Position (s) Applied for: <u>Server / Bar</u>			Referred by:		
(Check all that apply)					
Server	/35	%	Bartender	/30	%
Prep Cook	/15	%	Barista	/10	%
Grill Cook	/40	%	Cashier	/10	%
Dishwasher	/10	%	Housekeeping	/16	%
			Scheduling		
			Full-Time		
			Part-Time		

(Check all that apply)			
Total of _____ Experience in Food Service/Hospitality			
A wine glass falls on the floor and smashes. What do you do next?	How do you keep yourself busy during a slow shift?	Describe a time you needed to cut off serving a customer, how did you handle that?	Notes:
<u>Grab Broom</u> <u>Smash & Clean-up.</u>	<u>Cut Food</u> <u>Inventory</u> <u>Stock</u> <u>Clean-up.</u>	<u>Ask nicely to please leave</u> <u>Customer was very Verbal - contacted Manager.</u>	

P.O.S. Experience: Y / N details:

(Check all that apply)	
<u>Drive</u>	<u>CAR</u>

(Check all that apply)	
<u>PT</u>	<u>Lia - Will Submit</u>

(Check all that apply)	
Bistro White	Chef Coat
Black Bistro	Chef Pants
Tuxedo	Knives
1/2 Tuxedo	Black Pants
Black Vest	Non-Slip Shoes
Long Black Tie	Bow Tie
Other:	Cut Glove

(Check all that apply)	
Reception	Reception
Acrobatic	Acrobatic
Lead	Lead

Alicia Roberts-Allen

Overland Park, KS 66204

aliciarobertsallen6_tth@indeedemail.com

913-991-2107

I am a customer service professional and am seeking a position that will allow me to utilize my leadership and communication skills.

I enjoy a challenging environment that promotes ideas, creativity, and thoughtful suggestions. My desire is to utilize my professional experience and skills that has the potential for growth within an organization.

Authorized to work in the US for any employer

Work Experience

Barber/Stylist

Lady Jane's Haircuts for Men - Overland Park, KS

March 2018 to Present

- Shaping and customizing men's haircuts with trimmers, clippers and scissors
- Beard and mustache grooming
- Scalp , neck and shoulder massaging
- facial waxing
- haircolor
- Ability to answer phones , greet customers and schedule client appointments
- hot towel and neck shave

Bartender

American Legion

July 2019 to January 2020

In this role I was a dedicated Server/Bartender progressive experience working in diverse hospitality settings. I am skilled in mixing and serving food and beverages using modern techniques and good judgment. I was proactive and anticipated guests' needs and fulfill them accordingly. I was conversant with managing cash and credit card transactions.

- Greet customers as they enter and seat them appropriately
- Ask for orders and fill food and beverage orders as required
- Deliver orders to the customers after ensuring accuracy
- Serve alcoholic and non-alcoholic drinks as instructed
- Ensure service station is well stocked
- Ensure all food items are prepared to the highest of standards
- Clean up after the customers have left
- Facilitate customer assistance
- Placing and receiving Liquor orders

Stylist

Salon Ps - Hair Consultant and Adviser

In this role I was responsible for assisting the elderly in everyday health care needs by providing hair care. In this role, I was advocate, friend and confidant.

- Provide customer service to the elderly
- Provide assistance with mobility when needed
- Work with the disabled
- Communicate with elderly in person or by telephone
- Maintain and create scheduling to accommodate elderly and disabled needs
- Participate in regularly scheduled (usually weekly) team meetings in order to outline daily activities and goals
- Facilitate customer assistance
- Provide customer emotional assistance
- Proactive communicator to team members and customers

Shear Madness - Hair Consultant and Adviser for Children and Children with Special needs

In this role I was responsible for working with parents in order to ensure that the services provided were in accordance to their wishes. This often included becoming a mediator between the child and the parent. Special needs children required me to be patient and accommodating to both the child and the parent.

- Provide advocacy to both the child and the parent
- Encourage open channels of communication between the child and the parent
- Be patient, empathetic, and sympathetic to each situation as necessary
- Provide customer emotional assistance

O'Reillys Irish Pub - Server/Bartender

In this role I was a dedicated Server/Bartender progressive experience working in diverse hospitality settings. I am skilled in mixing and serving food and beverages using modern techniques and good judgment. I was proactive and anticipated guests' needs and fulfill them accordingly. I was conversant with managing cash and credit card transactions.

- Greet customers as they enter and seat them appropriately
- Ask for orders and fill food and beverage orders as required
- Deliver orders to the customers after ensuring accuracy
- Serve alcoholic and non-alcoholic drinks as instructed
- Ensure service station is well stocked
- Ensure all food items are prepared to the highest of standards
- Clean up after the customers have left
- Facilitate customer assistance

Education

Certificate

Sonora ROP School Of Cosmetology
August 2010

Skills

- cash (Less than 1 year)
- Excel (Less than 1 year)
- Microsoft Office (Less than 1 year)
- MS OFFICE (Less than 1 year)
- POINT OF SALE (Less than 1 year)
- Hairstylist
- Cosmetology

Additional Information

Skills:

Microsoft Office, Excel, Word, POS Sales Systems, Cash Receive and Receipt

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 Alicia Roberts Allen Date: 213/20
Home Telephone (913) 991-2107 Other Telephone ()
Present Address 87560 70th Cir. OP, KS 66204
Permanent Address, if different from present address: _____
Email Address aliciamomof2@yahoo.com

EMPLOYMENT DESIRED

Position applying for: Server / Bartender Salary desired: NEG

Are you currently registered with any staffing and/or employment agencies? If so, please list

No

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?

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.

OPEN

<u>SPECIFY HOURS AVAILABLE DAILY</u>	<u>SUNDAY</u>	<u>MONDAY</u>	<u>TUESDAY</u>	<u>WEDNESDAY</u>	<u>THURSDAY</u>	<u>FRIDAY</u>	<u>SATURDAY</u>
AM							
PM							

Do you have any vacations or extended leaves planned in the next 12 months? If so, please list dates:

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?
Cosmetology	Sinora, CA.	Cosmo License	Yes
Do you have any special licenses, certificates or special training? If so please list under "Special".		YES	NO
Are you computer literate? If so, list software knowledge under "Special."		YES	NO
Are you proficient with Point of Sales Systems? If, so please list which ones under "Special."		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:			

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The Service Companies

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 _____

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: _____

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 _____

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The Service Companies

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: _____

MILITARY SERVICE

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

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: Stefani Mish Telephone No. (913) 706-3464

Address _____
Occupation: Bar Manager Relationship: friend Number of Years Acquainted: 1

Name: Dee Elder Telephone No. (913) 205-9014

Address _____
Occupation: Nail tech Relationship: friend Number of Years Acquainted: 4

Name: Sundi Yulich Telephone No. (818) 820-9243

Address _____
Occupation: Sales Relationship: friend Number of Years Acquainted: 5

Please Read Carefully, Initial Each Paragraph and Sign Below

AR

I hereby certify that I have not knowingly withheld any information that might adversely affect my chances for employment and that the answers given by me are true and correct to the best of my knowledge. I further certify that I, the undersigned applicant, have personally completed this application. I understand that any omission or misstatement of material facts on this application or on any document used to secure employment shall be grounds for rejection of this application or for immediate discharge if I am employed, regardless of the time elapsed before discovery.

AR

I hereby authorize Acrobat Outsourcing to thoroughly investigate my references, work record, education and other matters related to my suitability for employment and, further, authorize the references I have listed to disclose to the company any and all letters, reports and other information related to my work records, without giving me prior notice of such disclosure. In addition, I hereby release the company, my former employers and all other persons, corporations, partnerships and associations from any and all claims, demands or liabilities arising out of or in any way related to such investigation or disclosure.

AR

I hereby authorize Acrobat Outsourcing and its authorized representatives to solicit information regarding my background, which may include but not be limited to, information about my employment, education, and/or criminal history, which may be in the files of any federal, state, or local criminal justice and law enforcement agency and general public records history.

AR

I understand that if selected for hire, it will be necessary for me to provide satisfactory evidence of my identity and legal authority to work in the United States, and that federal immigration laws require me to complete an I-9 form in this regard within three days of my hire date.

AR

Acrobat Outsourcing is an at-will employer. I understand that nothing contained in the application, or conveyed during any interview, which may be granted or during my employment, if hired, is intended to create an employment contract between me and the company. In addition, I understand and agree that if I am employed, my employment is for no definite or determinable period and may be terminated at any time, with or without prior notice, with or without cause, at the option of either myself or the company, and that no promises or representations contrary to the foregoing are binding on the company unless made in writing and signed by me and the company's designated representative.

I hereby acknowledge that I have read and understand the above statements.

Applicant's Signature

Alicia Roberts Allen

Date

2/13/20

Servers Test

Multiple Choice

A

1) Food is served on what side with what hand?

- a) On the left side with the left hand
- b) On the left side with the right hand
- c) On the right side with the left hand
- d) On the right side with the right hand

D

2) Drinks are served on what side with what hand?

- a) On the left side with the left hand
- b) On the left side with the right hand
- c) On the right side with the left hand
- d) On the right side with the right hand

D

3) Food and drinks are removed on what side with what hand?

- a) On the left side with the left hand
- b) On the left side with the right hand
- c) On the right side with the left hand
- d) On the right side with the right hand

B

4) What part of a glass should you handle at all times?

- a) The stem
- b) The widest part of the glass
- c) The top

D

5) When you are setting a dining room how should you set up your tablecloths?

- a) Neatly and evenly across the tables
- b) The creases should all be going in the same directions
- c) The chairs should be centered and gently touching the table cloth
- d) All of the above

A

6) If you bring the wrong entrée to a guest what should you do?

- a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
- b) Inform the guests that you will bring the correct entrée once everyone else in the dinning room is served
- c) Try to convince the guests to eat what you brought them
- d) Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

Match the Correct Vocabulary

D

Scullery

C

Queen Mary

A

Chaffing Dish

B

French Passing

G

Russian Service

F

Corkscrew

E

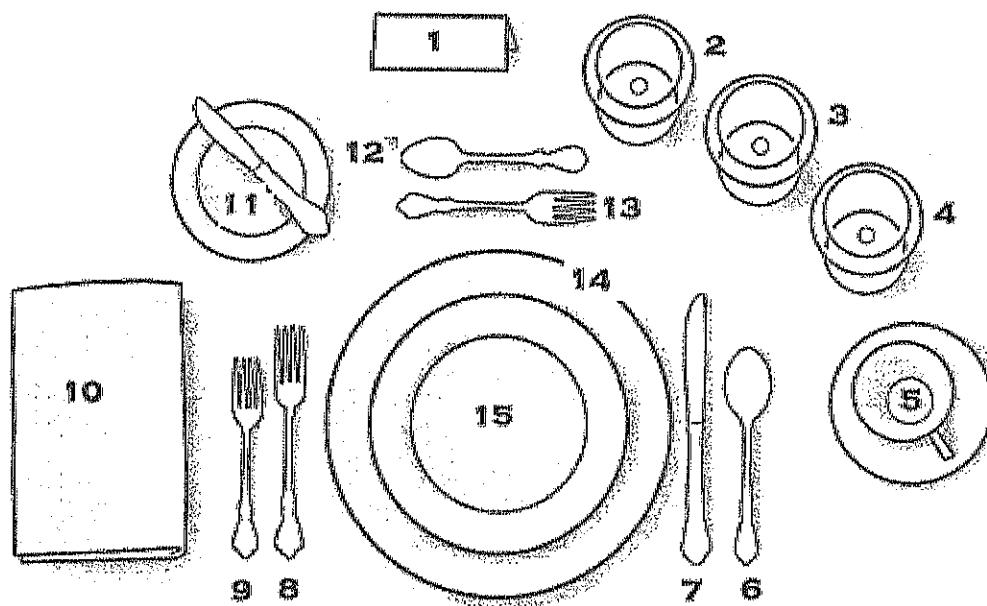
Tray Jack

- A. Metal buffet device used to keep food warm by heating it over warmed water
- B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron)
- C. Used to hold a large tray on the dining floor
- D. Area for dirty dishware and glasses
- E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored
- F. Used to open bottles of wine
- G. Style of dining in which the courses come out one at a time

Name _____

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

10

Napkin

11

Bread Plate and Knife

1

Name Place Card

12

Teaspoon

13

Dessert Fork

6

Soup Spoon

15

Salad Plate

2

Water Glass

8

Dinner Fork

5

Tea or Coffee Cup and Saucer

7

Dinner Knife

3

Wine Glass (Red)

9

Salad Fork

14

Service Plate

14

Wine Glass (White)

Fill in the Blank

1. The utensils are placed _____ 8 inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? Cream and sugar

3. Synchronized service is when: TABLE

4. What is generally indicated on the name placard other than the name? 40% of them are

5. The Protein on a plate is typically served at what hour on the clock? 6 O'CLOCK

6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Tell the Kitchen