



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.

Full Name Esmeraldo Urquiza Date: 02/25/20
Home Telephone (415) 410-8373 Other Telephone () _____
Present Address 233 Font Blvd
Permanent Address, if different from present address: _____
Email Address Esmeraldaurquiza@gmail.com

Position applying for: Barista / Cashier Salary desired: \$19.00
Are you currently registered with any staffing and/or employment agencies? If so, please list _____

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.

SPECIFY HOURS AVAILABLE DAILY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
AM		Open	Open	Open	Open	Open	
PM							

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

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.

NAME OF SCHOOL	CITY & STATE	GRADE OR DEGREE COMPLETED	DID YOU GRADUATE?
Mission High School	S.F.		
Do you have any special licenses, certificates or special training? If so please list under "Special".		YES	<input checked="" type="radio"/> 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."		YES	<input checked="" type="radio"/> 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	<input checked="" type="radio"/> NO
Special:			

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 Childcare

Type of Business Daycare Telephone No. (415) 410-8373 Supervisor's Name _____

Your Position and Duties _____

Dates of Employment: From 06/16 To 02/20

Reason for Leaving: _____

Name and Address of Employer Cafe Venue - S.F

Type of Business Cafe Telephone No. (415) 685-1517 Supervisor's Name Angelica Gomez

Your Position and Duties Cashier / Barista

Dates of Employment: From 06/13 To 06/16

Reason for Leaving: To become childcare

Name and Address of Employer Safeway S.F

Type of Business stocked produce Telephone No. (415) 535-1613 Supervisor's Name Manuel B.

Your Position and Duties _____

Dates of Employment: From 12/12 To 06/13

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: _____

MILITARY SERVICE

Have you obtained any special skills or abilities as the result of service in the military? Yes___ No___
If so, describe: _____

PERSONS NOT RELATED TO YOU WHO HAVE KNOWLEDGE OF YOUR WORK PERFORMANCE

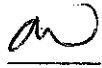
List below three persons not related to you who have knowledge of your work performance within the last three years.

Name: _____ Telephone No. (____) _____
Address _____
Occupation: _____ Relationship: _____ Number of Years Acquainted: _____

Name: _____ Telephone No. (____) _____
Address _____
Occupation: _____ Relationship: _____ Number of Years Acquainted: _____

Name: _____ Telephone No. (____) _____
Address _____
Occupation: _____ Relationship: _____ Number of Years Acquainted: _____

Please Read Carefully, Initial Each Paragraph and Sign Below



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.



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.



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.



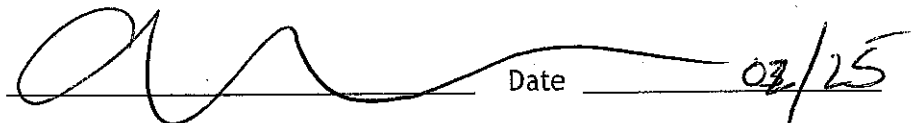
I understand that if selected for hire, it will be necessary for me to provide satisfactory evidence of my identity and legal authority to work in the United States, and that federal immigration laws require me to complete an I-9 form in this regard within three days of my hire date.



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



Date

02/25

NOTICE TO EMPLOYEE*Labor Code section 2810.5*Employee Name: Esmeralda RebolloStart Date: 2/26/20Legal Name of Hiring Employer: S.E ScherIs 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:

303 Hegenberger Road Suite 300, Oakland, CA. 94621

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: _____

Rate(s) of Pay: Barista \$17 Cashier \$14.50 Overtime Rate(s) of Pay: _____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 ☐ NoIf 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

Insurance Carrier's Name: Integro USA Inc. dba Integro Insurance Brokers

Address: 1 State Street Plaza, 9th 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: _____

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:

- a. May accrue paid sick leave and may request and use up to 3 days or 24 hours of accrued paid sick leave per year;
- b. May not be terminated or retaliated against for using or requesting the use of accrued paid sick leave; and
- c. Has the right to file a complaint against an employer who retaliates or discriminates against an employee for
 1. requesting or using accrued sick days;
 2. attempting to exercise the right to use accrued paid sick days;
 3. filing a complaint or alleging a violation of Article 1.5 section 245 et seq. of the California Labor Code;
 4. 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)*

- ☐ 1. 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.
- ☐ 2. Accrues paid sick leave pursuant to the employer's policy which satisfies or exceeds the accrual, carryover, and use requirements of Labor Code §246.
- ☐ 3. Employer provides no less than 24 hours (or 3 days) of paid sick leave at the beginning of each 12-month period.
- ☐ 4. The employee is exempt from paid sick leave protection by Labor Code §245.5. (State exemption and specific subsection for exemption): _____

Sarah Maguire
(PRINT NAME of Employer representative)
[Signature]
(SIGNATURE of Employer Representative)
2/26/20
(Date)

Esmeraldo Ornela
(PRINT NAME of Employee)
[Signature]
(SIGNATURE of Employee)
2/26/20
(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.

Interview Note Sheet
General

Applicant Information	
Name: <u>Esmeralda Urquiza Robalado</u>	Interviewer: <u>[Signature]</u>
Date: <u>2/25/2020</u>	Rate of Pay: <u>Barista \$17.50</u> <u>Cashier \$16.50</u>
Position (s) Applied for: <u>Barista, cashier</u>	Referred by: <u>Omigast.</u>

Test Scores						Seeking:
Server	/35	%	Bartender	/35	%	Full-Time
Prep Cook	<u>120</u>	%	Barista	<u>8/15</u>	<u>53</u> %	
Grill Cook	/40	%	Cashier	<u>10/15</u>	<u>67</u> %	Part-Time
Dishwasher	/10	%	Housekeeping	<u>1/14</u>	%	

Relevant Experience & Summary of Strengths			
Total of _____ Experience in Food Service/Hospitality			
Describe a time when you had to multitask or work under pressure?	How would you handle a disagreement/argument with a coworker?	What do you do to go above and beyond and exceed your customer's expectations?	Notes:
	<u>Go to manager.</u>		<u>Cafe Verve</u> <u>07/2013-06/2016</u> <u>→ Barista</u> <u>Whole Foods Market</u> <u>Shoe Store</u> <u>01/2011-12/2012</u> <u>→ Cashier.</u>

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

Transportation
<u>Lives in SF</u> <u>Public Transportation</u>

Regions Available to work
<u>SF</u>

Certifications (if any)
<u>Food Handlers</u>

Availability
<u>Mon-Fri Available</u> <u>Sat-Sun NOT Available</u>

Uniforms Owned	
<input checked="" type="checkbox"/> Bistro White	<input type="checkbox"/> Chef Coat
<input type="checkbox"/> Black Bistro	<input type="checkbox"/> Chef Pants
<input type="checkbox"/> Tuxedo	<input type="checkbox"/> Knives
<input type="checkbox"/> 1/2 Tuxedo	<input checked="" type="checkbox"/> Black Pants
<input type="checkbox"/> Black Vest	<input checked="" type="checkbox"/> Non-Slip Shoes
<input type="checkbox"/> Long Black Tie	<input type="checkbox"/> Bow Tie
<input type="checkbox"/> Other:	<input type="checkbox"/> Cut Glove

Recommendations	Other Languages Spoken
<input type="checkbox"/> Acrobat Academy <input type="checkbox"/> Lead Academy	

- 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

5320

- a 2) What are the basic ingredients of a Latte?
- a) Milk, Espresso, Whipped Cream
 - b) Espresso, Steamed Milk
 - c) Water, Espresso, and Foam

- B 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

- a 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

- a 7) You can re-steam milk _____?
- a) Only Once
 - b) Never
 - c) Sometimes
 - d) Always

- B 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

4 10) Decaffeinated coffee is 100% caffeine free?

- a) True
- ☒ b) False

C 11) What are the basic ingredients in a cappuccino?

- a) Coffee, Milk, Foam
- b) Espresso, Foam
- c) Espresso, Steamed Milk, Foam
- d) Espresso, Cream, Foam

A 12) What is a café au lait?

- a) Coffee, Steamed Milk
- b) Coffee, Cold Milk
- c) Coffee, Cream, Sugar
- d) Espresso, Cold Milk

B 13) What does "half caf" mean?

- a) Half cream and half regular milk
- b) Half as much coffee as normal
- ☒ c) Half regular and half decaf coffee

a 14) What does it mean when a customer requests their cappuccino "dry"?

- a) Less milk and more foam
- b) No milk and lots of foam
- c) Extra foam
- d) No foam and no milk

B 15) What is an Americano?

- a) Regular drip coffee
- b) Espresso with water
- c) Coffee with cream
- d) Iced coffee

67%

B ~~ch~~

- 1) A roll of quarters is worth?
a) \$5.00
b) \$10.00
c) \$15.00
d) \$20.00

d

- 2) A roll of dimes is worth?
a) \$5.00
b) \$4.00
c) \$3.00
d) \$2.00

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

a

- 5) What does POS stand for?
a) Patience over standards
b) Percentage of sales
c) Point of sales
d) People over service

- 6) What is the current sales tax rate in your city 8.5%

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

B

- 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

B 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? 21

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