OUR LADY OF FATIMA UNIVERSITY

College of Hospitality and Institutional Management

Pampanga Campus

A Restaurant Practicum Report



Shakey's Pizza Parlor

Shakey's Waltermart San Fernando Pampanga

Training Period: June 21- Aug 04, 2023

In partial fulfillment of the requirement of the course

SWEP - Supervised Work Experience Program 2

For a degree in

Bachelor of Science in International Hospitality Management Major in Hotel Administration and Cruise Line Operations

Submitted by:

Rian Kiara G. Magat

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Submitted to:

JIM ENRICO BALBOA, CHP, MBA

SWEP Coordinator

Submitted on:

August,2023

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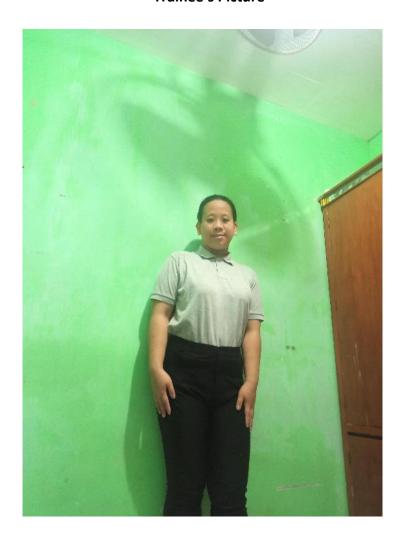
Trainee's Picture

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- Certificate of Completion of training
- SWEP Evaluation sheet
- Timecard / Time sheet

Trainee's Picture



Rian Kiara G. Magat

Back of House / Food Serve

Acknowledgement

Which helped me overcome all the challenges faced in this training. His strength and knowledge were instrumental in my success.

Furthermore, I am very grateful for the exceptional advice and assistance I received from my SWEP Coordinator, Mr. Jim Enrico Balboa, and Advisor, Mr. Gibs Panganiban, throughout my internship. They were able to establish clear guidelines and expectations from the beginning and were always available to address my questions and provide valuable criticism. Their unwavering support kept me motivated and focused, while their insightful feedback helped me improve my skills and approach my responsibilities. I sincerely appreciate their dedicated time and effort for my achievements.

I would also like to express my gratitude to Ms. Ellinel Mendoza the Restaurant manager for her valuable advice and guidance, as well as giving me the opportunity to intern within the organization.

Additionally, I would like to extend my gratitude to the staff and my co-workers at Shakeys Walter Mart for their warm hospitality and unwavering support throughout my practicum. It is a pleasure to work with such talented and inspiring individuals. From the moment I arrived, my co-workers greeted me and introduced themselves, patiently answered my questions and

Helping me understand business and industry. Their willingness to share their knowledge and experience is truly invaluable. I am very grateful for the opportunity to work with such a dedicated and skilled team.

Finally, I would like to express my sincere gratitude to my family for their love and support, which served as my inspiration to successfully complete this practicum. I am very grateful to have had someone who has consistently contributed so much to my academic success. My family has always been there for me, offering moral, spiritual, emotional, and financial support throughout my life, and they are my greatest source of inspiration and motivation.

CHAPTER ONE

INTRODUCTION OF THE COMPANY

Shakey's is a global restaurant chain known for its iconic pizza and family-friendly atmosphere.

Originally founded in 1954 in Sacramento, California, Shakey's quickly became a popular destination for families and groups to enjoy delicious food and entertainment.

The company's unique concept combines great-tasting pizza with live music and entertainment, making it a favorite gathering spot for people of all ages. Shakey's prides itself on its fun and welcoming atmosphere, with a focus on creating memorable experiences for its guests.

Over the years, Shakey's has expanded its operations, opening restaurants in various countries around the world, including the Philippines, Japan, and Mexico. It has also expanded its menu to include a range of other delicious options, such as chicken, salads, pasta, and sides, providing something for everyone to enjoy.

With its commitment to serving high-quality food in a lively and enjoyable setting, Shakey's has built a strong reputation and a loyal customer base. The company continues to innovate and grow, offering new menu items and enhancing its entertainment offerings to ensure that it remains a go-to destination for delicious food and good times.

Whether you're looking for a place to enjoy a mouthwatering pizza, catch up with friends, or celebrate a special occasion, Shakey's provides a fun and inviting environment where everyone can feel at home.

VISION

(Our Desired Future State)

To be the leading and preferred Family Casual Dining Restaurant,

serving pizza as its core product.

MISSION

TO OUR GUEST:

We genuinely care for our guests. We seek to know their needs and wants so we can provide them with high quality food products and services at great value for money.

TO OUR EMPLOYEES:

We nurture an environment where people are respected and empowered to do their best.

We create opportunities for personal and career growth so they may succeed and gain a sense of achievement and pride.

TO OUR SHAREHOLDERS:

We grow the business by increasing the size and value of the company and by achieving industry-leading returns on investment.

TO OUR BUSINESS PARTNERS:

We are fair, professional and collaborative business partners.

TO OUR COMMUNITY:

We recognize our responsibility to contribute to nation building through job creation and by having a positive impact in our communities.

CORE Values

GUEST FOCUSED

All of our actions are centered towards enhancing Shakey's experience and value for all our guests.

PASSION FOR EXCELLENCE

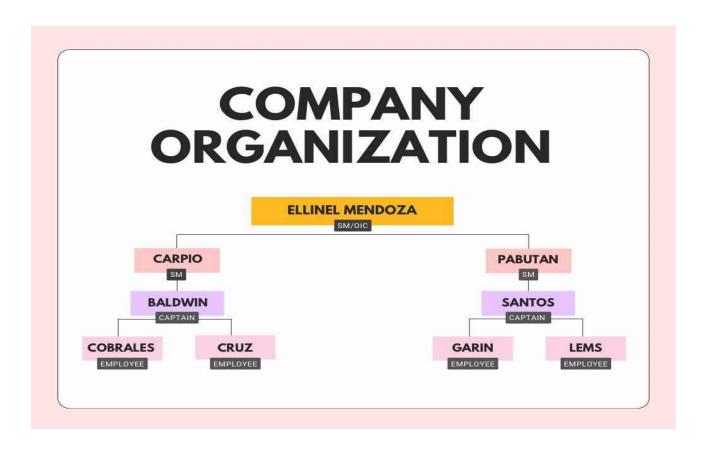
We set high standards of performance by doing things better than others and better than expected.

CRITICAL THINKING,

We prepare our people to exercise good judgement. We are detail-oriented and disciplined in our thought processes.

ENTREPRENEURIAL SPIRIT We are bold, daring, and actively seeking opportunities for the benefit of the company.

The Organizational Structure



CHAPTER TWO

THE COMPANY AND ITS OPERATION

Strength

- Strong brand recognition and heritage.
- An extensive menu with options that cater to a wide range of customer preferences.
- An established presence in multiple locations.
- A loyal customer base.
- Great operating process.

Weaknesses

- Potential gaps in customer service.
- Reliance on the dine-in business, which may be affected by changing consumer preferences.
- Limited online presence and digital marketing strategies.
- Potential operational inefficiencies.

Opportunities

- Expansion into new markets or geographic regions.
- Introducing innovative menu items to attract new customers.
- Strengthening the online ordering and delivery services.

• Collaborating with food delivery platforms to reach a larger customer base.

Threats

- Intense competition from other pizza chains and restaurants.
- Economic factors affecting consumer spending.
- Changing customer preferences towards healthier or alternative food choices.
- Fluctuating food costs affecting profitability.

CASE PRESENTATION AND DISCUSSION

Shakey's SWOT analysis reveals several key areas for improvement and potential opportunities. To address the weaknesses and mitigate the threats, Shakey's can focus on strengthening its online presence and digital marketing strategies. By investing in technology-based solutions, Shakey's can improve operational efficiency, enhance customer engagement, and tap into new revenue streams.

Expanding online ordering and delivery services is essential to adapt to changing consumer preferences and capitalize on the growing need for convenience. Shakey's should consider optimizing

its delivery operations, partnering with food delivery platforms, and investing in user-friendly online ordering platforms.

Additionally, Shakey's can explore product innovation and menu expansion to meet diverse customer preferences. This may include introducing healthier options or offering trendy flavors to attract a wider customer base and remain competitive in the market.

Conclusion: By leveraging strengths, addressing weaknesses, exploring opportunities, and mitigating threats, Shakey's can position itself for sustained growth and success. Strengthening online presence, enhancing digital marketing strategies, expanding delivery services, and embracing product innovation will allow Shakey's to attract new customers, enhance customer loyalty, and remain competitive in the pizza industry. Constantly analyzing and adapting to changing consumer trends and market dynamics is essential for Shakey's long-term success.

RECOMMENDATIONS

I recommend that the Shakey's company prioritize improving their online ordering system. implementing a loyalty program can incentivize repeat customers and encourage them to choose Shakey's over competitors. By offering exclusive discounts, promotions, and rewards, Shakey's can build customer loyalty and increase customer retention. Shakey's should also consider ex-

panding their menu options to accommodate those with dietary restrictions or preferences. Including vegetarian or vegan options, gluten-free options, or healthier alternatives will attract a larger customer base and improve overall customer satisfaction. Furthermore, Shakey's should focus on improving employee training and development programs. Providing comprehensive training and continuous development opportunities will provide employees with excellent customer service, boosting morale and retention. Regularly updating and renovating restaurant locations will create a fresh and inviting environment for customers, enhancing their overall dining experience. Finally, engaging in community initiatives such as sponsoring local events or partnering with charitable organizations will create positive brand awareness and foster loyalty and support from the community. By implementing these recommendations, Shakey's can improve customer satisfaction, drive sales growth, and solidify its position as a leading player in the restaurant industry.

CHAPTER THREE

WEEKLY JOURNAL

First Week – June 21-25

At the beginning of the week, I familiarized myself with the daily operations in the back of the house. I learned how to use the tools for making garlic bread, including proper spreading techniques and how to cut it into both 6-piece and 4-piece portions from each loaf. Additionally, I

gained insight into the process of placing the prepared garlic bread onto the conveyor for cooking, as well as retrieving it and arranging it in its designated basket. I also assisted with tasks such as mapping and sweeping the plates, and I provided support to the staff as needed.

Second Week - June 26- July 2

During today's shift, to which I was assigned in the back of the house, I had the valuable opportunity to acquire a range of new skills. I successfully learned the techniques required to expertly cut a pizza into portions of both 8 and 6 pieces, skillfully arranging and placing them within their designated boxes. Additionally, I received comprehensive training in preparing the ingredients essential for crafting Caesar salads. This encompassed understanding and adhering to established standards for cutting cucumbers, tomatoes, and onions. I also gained proficiency in the art of assembling these ingredients harmoniously to create visually appealing Caesar salads. As a testament to my progress and newfound capabilities, I was entrusted with the task of creating Caesar salads in various sizes. This included crafting family-sized portions, side salads, and individual servings.

Third Week – July 3-9

Today, I had the exciting opportunity to personally craft a pizza from scratch. Following the established guidelines, I meticulously assembled all the required ingredients, ensuring that every

step adhered to the set standards. With a sense of accomplishment, I confidently wielded the pizza cutter and expertly placed the prepared pizza into the oven.

After the pizza was perfectly cooked, I skillfully divided it into 8 equally sized pieces, a task I carried out with precision. Placing the delectable slices onto a tray, I contributed to the overall smooth functioning of the establishment by aiding the front of house staff in clearing tables and attending to any mess left behind. This way, I played a part in ensuring that our guests' orders were delivered promptly and seamlessly, further enhancing their dining experience.

Fourth Week- July 10- 16

Today, I find great satisfaction in realizing how far I've come over the past three weeks. The skills and knowledge I've acquired during this time have become second nature to me as I confidently perform tasks repeatedly without requiring guidance from the staff. This newfound proficiency brings me immense joy, particularly when I reflect on the initial challenges, I faced during my first shift.

Gone are the days of struggling to connect with the staff; I now interact with them effortlessly. The once unfamiliar faces have transformed into friendly colleagues with whom I can engage in meaningful conversations. As a result, I've not only honed my professional abilities but also gained new friendships along the way. This journey of growth and adaptation fills me with a sense of accomplishment and contentment.

Fifth Week- July 17-23

And now I'm going to take turns doing things like making a lot of garlic bread, I've made up pizza

twice and put it in the oven, tasks that I can do to help the staff I do and send them to I am at the

front of house to help clean up messes and serve guests.

Sixth Week- July 24- 30

Today, I engaged in a range of tasks that showcased my versatility and dedication. Firstly, I skill-

fully cut a loaf of bread, expertly applied the filling, and meticulously divided it into 6 equal por-

tions. Following that, I took the initiative in aiding with dishwashing, ensuring that plates and

utensils were spotless and ready for use. I continued by thoroughly sweeping and mopping the

area, maintaining a clean and organized environment.

Later on, I took charge of a pizza, cutting it into 8 perfectly sized pieces. My role extended to

the front of the house, where I actively supported the team by clearing tables and ensuring that

the guests' needs were promptly attended to. This harmonious blend of responsibilities exem-

plifies my commitment to contributing effectively to various aspects of the establishment, both

in the back and front of the house.

Seventh Week-July 31 - Aug 4

As my final week of on-the-job training approaches its conclusion, I've transitioned to the front of the house, marking a pivotal phase in my journey. In these recent days, I've immersed myself in new responsibilities, particularly mastering the art of table settings. This includes not only the intricate details of arranging tables but also promptly addressing any maintenance requirements. Additionally, I've taken on tasks like sweeping outdoor areas and ensuring the comfort of our patrons through meticulous restroom upkeep.

A significant highlight was when I stepped up to the challenge of serving orders directly to customers. While I initially began with handling basic orders, the experience provided me with invaluable insights into the dynamics of customer service and order fulfillment. The lessons I've learned during these interactions will undoubtedly play a pivotal role in my future career within the industry.

Throughout this journey, one realization has stood out: socializing with people is far more manageable than I initially anticipated. Establishing connections with others flows naturally when approached with an open and empathetic demeanor. The journey of adaptation and growth wasn't without its initial challenges, but the process of learning has proven to be incredibly rewarding.

As my time spent working alongside my colleagues draws to a close after nearly a month of shared experiences, a sense of melancholy settles in. The bonds formed and the camaraderie established with the team have become a meaningful part of my journey. Nevertheless, I'm looking forward to the continuation of my educational pursuits, armed with a wealth of new skills and insights gained during this transformative period.

GENERAL PERCEPTION OF THE TRAINING

My time spent in the back of the house has been incredibly enlightening. I've acquired a multitude of skills, from mastering the preparation of various equipment and ingredients at each station, to ensuring everything adheres to the established standards. The learning process entails a comprehensive understanding of tasks and the ability to recall each detail accurately.

This experience has provided me with firsthand insight into the strenuous efforts put forth by the staff. The challenges they face are significant, making it clear that venturing into the back of the house is not a task to be taken lightly. Dealing with customer complaints while managing numerous responsibilities can be overwhelming.

The role in the back of the house has allowed me to gain an appreciation for the extensive work involved. Even during times when the customer flow is slower, there are still essential duties to be fulfilled, such as side duties and equipment cleaning. This span of nearly 7 weeks has been invaluable, providing me with a wealth of experience that I am eager to carry forward into my future career within the industry.

Undoubtedly, the journey has been demanding, but it's also been incredibly rewarding. As I've become well-versed in the intricacies of my tasks, the sense of fulfillment has grown. The learning curve, while challenging, has ultimately added to the excitement and satisfaction of mastering the art of the back-of-house operations.

CHAPTER FOUR

(PICTURES IN ACTION / FACILITIES AND AMENITIES)



Side Salad



Jiac Jaiaa



Bread Cut



Table Setting

Mozzarella Stick Breading



Side Salad



Bread Cut



Table Setting



Mozzarella Stick Breading



Cleaning

RESUME

RIAN KIARA G. MAGAT

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CAREER OBJECTIVES:

Seeking a challenging and dynamic position in the field, where I can utilize my skills, knowledge, and passion for delivering exceptional guest experiences. As a driven and enthusiastic individual, my goal is to contribute to the success of an esteemed organization, while continuously expanding my professional expertise and advancing my career in the hospitality industry.

EDUCATIONAL BACKGROUND:

Tertiary

2020- Present

Bachelor of Science in International Hospitality Management

Major in Hotel Administration and Cruise Line Operations

Our Lady of Fatima University City of San Fernando, Pampanga

Secondary

SENIOR HIGH

2018– 2020 Our Lady of Fatima University Pampanga Campus.

JUNIOR HIGH

2014 – 2018 Calulut Integrated High School

Primary

2008 - 2014 Calulut Elementary School

SEMINARS AND TRANINGS ATTENDED:

May 5, 2023 **Practicum Orientation**

Conducted by: Mr. Jim Enrico C. Balboa

Our Lady of Fatima University, Pampanga Campus

May 10, 2023

Seminar Attended

Conducted by: Ms. Erika S. Pangan

Our Lady of Fatima University, Pampanga Campus

PERSONAL BACKGROUND:

Height : 5'1"

Weight : 138 lbs.

Age : 21 yrs. Old

Civil Status : Single

Citizenship : Filipino

CHARACTER REFERENCES:

DR. IGNACIO C. CORDOVA, JR.

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FOR PRACTICUM PURPOSES ONLY

Rian Kiara G. Magat

Applicant Signature

CERTIFICATE OF COMPLETION OF TRAINING



SWEP EVALUATION SHEET (1)



7

2

Trainee is goal oriented and result-oriented

Trainee has good oral communication

Trainee possesses customer relations and salesmanship

INTERPERSONAL SKILLS

OUR LADY OF FATIMA UNIVERSITY College of Hospitality and Institutional Management San Fernando, Pampanga Campus



HMD - 002 - 10 - 00 SUPERVISED WORK EXPERIENCE PROGRAM **EVALUATION FORM** First / Second Semester, School Year Name of Student-Trainee : MAGAT , RIAN KIANA G. Name of Establishment SHORTEYS WOLTER MAKET Department Legend: Strongly Agree Disagree Strongly Disagree 2 3 WORK ATTITUDE 1 Trainee can easily adapt to work conditions Trainee has commitment to work 3 Trainee has cooperation to the needs of the establishment 4 Trainee has sense of initiative 5 Trainee shows interests to work 6 Trainee observes punctuality Trainee is reliable and responsible 8 Trainee has social manners and right conduct Trainee has proper hygiene and grooming 10 Trainee observes honesty at work **FUNCTIONAL EFFECTIVENESS** 1 Trainee has a sense of urgency and accuracy to work 2 Trainee is resourceful to work 3 Trainee is dependable 4 Trainee achieves the establishment's standards and procedures 5 Trainee is organized and systematic 6 Trainee contributes positive work environment

Comments	/ Sugge	estions:	rchy	hard	and	N	My	responsible	900	her
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Position		.(TAIR'S	IN ANAGRIL						

Trainee has good working relationships to supervisors, co-workers and the likes

SWEP EVALUATION SHEET (2)



OUR LADY OF FATIMA UNIVERSITY College of Hospitality and Institutional Management San Fernando, Pampanga Campus



San Fernando, Pampanga Campus HMD - 002 - 10 - 00 SUPERVISED WORK EXPERIENCE PROGRAM **EVALUATION FORM** First / Second Semester, School Year

Name of Student-Trainee: Maler, Plan Walla G.

Name of Establishment: SHXWYS WALTER MARK : SHAKEYS Name of Establishment Department Disagree Strongly Disagree Strongly Agree Legend: 2 3 WORK ATTITUDE 1 Trainee can easily adapt to work conditions Trainee has commitment to work 3 Trainee has cooperation to the needs of the establishment Trainee has sense of initiative 4 5 Trainee shows interests to work Trainee observes punctuality 6 Trainee is reliable and responsible 8 Trainee has social manners and right conduct 9 Trainee has proper hygiene and grooming 10 Trainee observes honesty at work **FUNCTIONAL EFFECTIVENESS** Trainee has a sense of urgency and accuracy to work Trainee is resourceful to work Trainee is dependable 3 Trainee achieves the establishment's standards and procedures 4 Trainee is organized and systematic 5 Trainee contributes positive work environment 6 Trainee is goal oriented and result-oriented INTERPERSONAL SKILLS Trainee possesses customer relations and salesmanship Trainee has good oral communication 2 Trainee has good working relationships to supervisors, co-workers and the likes

Comments / Suggestions:	1
need to work for punctuality.	but when it comes
to his work and to supervice	she is highly peconverded
After evaluating your trainee (student), will you	YES NO
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to be an employee to your establishment?	
Evaluated By : FIFNN Har Dicu	Date : 8-4-23
Signature/Over Printed Name	Date
Position: (NIFT N) anager	

SWEP EVALUATION SHEET (3



OUR LADY OF FATIMA UNIVERSITY



	College of Hospitality and Institutional Management San Fernando, Pampanga Campus	4		2	
	HMD - 002 -				
	SUPERVISED WORK EXPERIENCE PROG	RA	M		
	EVALUATION FORM				
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3	Trainee has cooperation to the needs of the establishment			-	
4	Trainee has sense of initiative			/	
5	Trainee shows interests to work			-	
6	Trainee observes punctuality			0	
7	Trainee is reliable and responsible			/	
8	Trainee has social manners and right conduct			1	
9	Trainee has proper hygiene and grooming			/	
10	Trainee observes honesty at work FUNCTIONAL EFFECTIVENESS				
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4	Trainee is organized and systematic				_
5	Trainee contributes positive work environment				/
6	Trainee is goal oriented and result-oriented				-
7	INTERPERSONAL SKILLS				/
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	Signature Over Printed Name				

STUDENTS EVALUATION TO TRAINING INSTITUTION

	OUR LADY OF FATIMA UNIVERSITY College of Hospitality and Institutional Management San Fernando, Pampanga Campus HMD - 003 - 10 - 00	
	TRAINING INSTITUTION	
	EVALUATION FORM	
	First / Second Semester, School Year	
	e of Establishment: Shaktys Yolter Mart Son Pennedo Pomp Sector:	
Please	check the appropriate number below using the following scale: 4 = Strongly Agree 3 = Agree 2 = Disagree 1 = Strongly Disagree	
	1 2 3 4	
	The PRACTICUM VENUE	
	1 PV is near to your residence.	
	2 PV is recognized hotel / restaurant.	
	3 PV has an employment process prior to the training.	
	4 PV has a safe and secured environment.	
	5 PV provides necessary materials for the training / The TRAINING	
	1 Orientation is done clearly and purposely.	
	2 Training is related to the course.	
	3 Training is actual hands on experience done by regular employee.	
	4 Training is on rotation basis.	
	5 Training provides duty meal	
	6 Training requires charity hours.	
	The TRAINING MANAGERS / SUPERVISORS / STAFF	
	1 Employees treat students equally and do not practice favoritism.	
	2 Employees provide useful feedback and comments to students.	
	3 Employees answer trainees' questions satisfactorily.	
	4 Employees use genuine concern for the students' progress.	
	5 Employees collect money for his/her personal benefit.	
	6 Employees ask for favors in exchange for a higher grade in evaluation.	
	7 Employees use indecent, vulgar and offensive language.	
will you	recommend this to other students? YES NO —————————————————————————————————	
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	Signature over Printed Name	
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TIMECARD/LOG SHEET

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EMPLOYEE'S SIGNATURE