

RENEE ROBINSON
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OBJECTIVE: Working in the hospitality industry

EDUCATION: SAN JOSE STATE UNIVERSITY B.A SOCIAL WORK

EMPLOYMENT:

12/01-PRESENT **TIMES MEDIA INC**
Writer

-Wrote articles

03/10-05/12 **Mrs. Young**
Housekeeping

dishes -Cleaned home of client; swept, dusted, cooked, washed

-Drove client to appointments

10/09-05/10 **Mrs. Rose**
Housekeeping

dishes -Cleaned home of client: swept, dusted, cooked, washed

Name: Renee Robinson

Score 12/14

Housekeeping Test

86%

1. During which of the following situation(s) should you wear gloves?
 - a) When handling disinfectant solutions
 - b) When cleaning guest rooms
 - c) When handling soiled linen
 - d) When handling or disposing of waste
 - ☒ e) All of the above
2. Which of the following should be cleaned daily?
 - a) Chairs, lamps, and tables
 - b) Tabletops, bed, and handrails
 - c) Grab bars, light, tops of doors and counters
 - d) Floors, sinks, toilets, and latrines
 - ☒ e) All of the above
3. True or False: You do not need to use a separate cloth for cleaning bathrooms. T
4. True or False: Dusting is most commonly used for cleaning walls, ceiling, doors, windows and furniture.
5. Should the following be cleaned daily or weekly? Circle one.
 - ☒ a) Floors Daily/Weekly
 - b) Toilets and latrines Daily/Weekly
 - c) Carpets in guest rooms Daily/Weekly
 - d) Carpets in offices Daily/Weekly
 - e) Soiled linen Daily/Weekly
6. The best way to clean the floors:
 - a) Scrubbing
 - b) Dry sweeping and dusting
 - c) Sweeping, mopping and dusting
 - ☒ d) Wet mopping
7. What should 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 up immediately
 - d) Not sure
8. The proper procedure for cleaning spills of blood and other body fluids is:
 - ☒ a) Wearing gloves, clean with cloth soaked in chlorine solution and follow up with disinfectant solution
 - b) Find the janitor on- duty and ask him to clean it up
 - c) Grab whatever is closest and wipe up immediately, then mark "Biohazard"
 - d) Nothing
9. What do you do if you encounter with bed bugs in a guest room?

Tell supervisor
10. What do you do if you find Lost and Found items in a guest rooms?

Tell supervisor
11. Describe the difference between a disinfectant and a cleaning solution?

Disinfectant kills germs. cleaning solution cleans

Dishwasher Test

Score 7/10

- L 1) After washing your hands, which item should be used to dry them?
a) Clean apron
b) Sanitized wiping cloth
c c) Single use paper towel
d) Common used cloth
- C 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
- F 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
- T 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
- c 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
- b 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

70%