

Name: _____

Score /14

98%

Housekeeping Test

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.
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?
let your supervisor know immediately
10. What do you do if you find Lost and Found items in a guest rooms?
take it to my supervisor
11. Describe the difference between a disinfectant and a cleaning solution?

400

Cashier Test

Score / 15

B

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

70%

A

A

- 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

E

- 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

/

- 6) What is the current sales tax rate in your city 2.5 ?

8.25

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

A 11) Counterfeit coins 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? 2+

15) How many \$20 bills are in a bank band? \$ 1000

3F.8

32

70%

- 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
- 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
- B 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
- A 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

30/10

2

A

3

Kathrine L. Benard

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SUMMARY OF QUALIFICATIONS

- **Experience: Childcare-15 years. Food Service-6 years. Caregiver-1 year.**
- **Seasonal Clothing Retail Experience-6 months: Macy's, Toys'R'Us, & Goodwill.**
- Self-motivated, honest, dependable, responsible, resourceful, & well-organized.
- Skilled in handling challenging customers with patience & sensibility.
- Able to learn new skills. Work well under pressure. Thrive on challenges.

WORK EXPERIENCE

Household Manager/Homemaker, Self-Employed, San Francisco, CA 2000-present

- For a household of 5 people, provided the full range of household manager/homemaker duties, including meals, housekeeping, laundry, business, recreation, childcare, education, & welfare.

Childcare Provider, Self-Employed, San Francisco, CA 2000 – present

- For varied clients, provided the full range of childcare provider duties, for children ages 0-7.

Maintenance Worker, Department of Public Works, San Francisco, CA 2015 – 2015

- Cleaned & beautified San Francisco public streets. Cleaned 6 blocks in every 3-hour shift.
- Removed trash to proper containers. Cleaned graffiti from poles.

Crew Member, McDonald's Restaurant, East Palo Alto & SF, CA 2006-2010 & 2014 – 2015

- As part of a team of up to 11 workers, provided the full range of food service worker duties.
- Provided excellent customer service. Cashiered cash, debit, & credit transactions.
- Cleaned & organized eating, service, & kitchen areas.
- Communicated with customers regarding orders, comments, & complaints.
- Prepared daily food items, according to safety & sanitary standards.
- Cleaned & sanitized equipment, utensils, dishes, & silverware.
- Stored food in designated containers & storage areas to prevent spoilage.

Childcare Provider, Bay Area Caregivers, San Francisco, CA 2013 – 2015

- Worked with six children, ages 0-5, as an in-home childcare provider, on call. Provided varied duties, including monitoring meals, housekeeping, playtimes, naps, & learning activities.
- Communicated with children's parents & guardians about daily activities, behaviors, & issues.
- Instructed children in health & personal hygiene habits, eating, handwashing, & toilet practices.
- Organized & stored toys & materials for orderly activity areas.
- Organized & monitored recreational activities, outings, games, & field trips.

Childcare Provider, Paceapp/Children's Council, East Palo Alto, CA 2009 – 2013

- Worked with two children, ages one & four. Monitored their daily routines, including meals & snacks, toilet habits, naps, & playtime & learning activities, including coloring & reading.
- Organized & monitored recreational activities, outings, games, & field trips.

Secretary/Receptionist, San Francisco Presidio-U.S. Army Base, San Francisco, CA One year

- Provided the full range of secretarial & receptionist duties, including greeting & directing visitors, handling all incoming calls, filing, & purchasing & picking up office supplies.

Caregiver, Self-Employed, San Francisco, CA One year

- For a fragile, elderly adult, provided the full range of caregiver duties, including housekeeping, laundry, meals, & assistance with business, errands, & medical appointments.

EDUCATION & TRAINING

- Human Services Agency, San Francisco, CA, 2016. Completed Job Readiness Certificate Training, including job search documents (resume, references, cover letter), interviewing, & on-line job searching.
- Human Services Agency, San Francisco, CA, 2015. Completed Group Employment Preparation Sessions Life Skills Certificate Training.
- Diploma, Galileo High School, San Francisco, CA.

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Server/Cashier / D/4