

## PAULETTE BROUGHTON

San Francisco, CA 94117 • Mobile: (510) 688-9757 • broughtonpaulette73@gmail.com

**OBJECTIVE:** To obtain a position as *Front Desk Clerk* while utilizing my professional experiences

### SUMMARY OF QUALIFICATIONS AND SKILLS

#### **Community Ambassador**

- Conducted crisis intervention by providing counseling and recommending alternate health services
- Analyzed client needs by performing assessment for individual
- Established good communication with neighborhood groups and resolved all issues
- Developed and distributed informational literature
- Evaluated all education material for community to ensure effectiveness

#### **Desk Clerk**

- Answered telephones, direct calls and take messages
- Log building activity including violations of the House Rules & Visitor Policy and complete incident reports when emergency services are involved
- Respond to emergencies by calling the appropriate emergency service, (i.e., police, ambulance, fire department) and act as a resource in emergency situations
- Distribute housing information upon request, inform visitors of the visitor policy, accept appropriate ID and sign visitors in and out
- Promote compliance of building policies and House Rules including the denial of entry to visitors who are found by management to have violated the rules
- Request assistance in difficult situations by calling the appropriate on-call staff person
- Maintain a neat, clean and organized work environment with courtesy and professionalism to residents
- Assist in office responsibilities such as completing work orders, comment cards, visitor violation forms and other duties that may be assigned by management
- Perform all other related duties such as attending staff and training meetings

#### **Shelter Monitor**

- Set and contribute to a safe, dignified, orderly atmosphere by enforcing program rules, policies, and procedures as well as through observing stated DHS grievance policy
- Act as a role model - guiding clients and facilitating appropriate behavior about daily living skills, self-care, personal interaction, social relationships and constructive time management
- Conduct regular rounds of the facility and interact with participants to share information, provide supplies, conduct intakes, and facilitate interventions as necessary
- Maintain appropriate professional boundaries with clients and staff; Respond to client requests in a professional and courteous manner; Observe and adhere to client confidentiality standards
- Perform daily upkeep and cleaning of shelter and office areas
- Maintained thorough and accurate records/ files; completed necessary documentation (both hand-written and computer based/data entry) in a timely, accurate, complete and legible manner. May include, but not limited to: incident reports, late arrivals, sign-in sheets, referrals and showers, etc...
- Responded appropriately to emergencies including contacting appropriate staff, interacting with police, fire, and medical personnel as needed
- Interact with other team members to assure communication, consistency and teamwork among staff
- Maintained front desk and reception duties in a professional manner; relay timely and accurate messages
- Provide varying shift coverage as needed and available and completed designated shift-specific tasks

### RELEVANT WORK EXPERIENCE

<b>Community Ambassador</b>	City and County of San Francisco	San Francisco	2014-2015
<b>On-Call Desk Clerk</b>	Community Housing Partnership	San Francisco, CA	2011-Present
<b>Caregiver</b>	IHSS	San Francisco, CA	2010-2010
<b>Desk Clerk</b>	Mercy Housing	San Francisco, CA	2008-2009
<b>Desk Clerk</b>	Community Housing Partnership	San Francisco, CA	2007-2007
<b>Caregiver</b>	Home Sweet Home Care	San Francisco, CA	2007-2007
<b>Shelter Monitor</b>	Next Door Shelter	San Francisco, CA	2005-2006
<b>Shelter Monitor</b>	Hospitality House	San Francisco, CA	2000-2001

### EDUCATION

<b>Cert of Completion</b>	Goodwill Industries – TransitionsSF	San Francisco, CA	2013
<b>High School Diploma</b>	Woodrow Wilson High School	San Francisco, CA	

*\*References Gladly Provided Upon Request*



- 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
- C 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
- a 4) If you need to move a heavy load, you should PULL and not PUSH the object.
- a) True
  - b) False
- a 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
- d 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

Name Paulette

**Servers Test**

Score / 35

**Multiple Choice**

- b 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
- b 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
- c 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
- a 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
- c 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 dining 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**

- B Scullery  
C Queen Mary  
J Chaffing Dish  
F French Passing  
R Russian Service  
C Corkscrew  
F 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