

LARZ MCCONNELL

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## SKILLS

- Detail oriented
- Schedule management
- Problem resolution
- Play group management
- Employee training and development
- Team management
- Excellent driving history
- Primary focus; customer satisfaction
- Behavior management technique
- Apple/iPad system

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## WORK EXPERIENCE

### ***Pet Day Care Attendant***

September 2016- June 2017

Wag Hotels

- Oversee all play groups, as to provide a safe environment for the animals.
- Keep a clean and organized facility
- Provide excellent customer service to all customers and potential customers.

### ***Pet Day Care Supervisor***

June 2015- July 2015

A Pet Villa Dog Boarding and Grooming

- Supervisor training in morning shifts
- Supervise and oversee all play groups, as to provide a safe environment for the animals.
- Keep a clean and organized facility
- Provide excellent customer service to all customers and potential customers.
- Schedule day care attendance for customers

### ***Senior Play Group Supervisor***

May 2015-June 2015

We Dog Care/ San Jose, Ca

- Supervise employees on morning shift
- Supervise and oversee all play groups, as to provide a safe environment for the animals.
- Keep a clean and organized facility
- Provide excellent customer service to all customers and potential customers.

***Dog care specialist***

February 2010-April 2015

Doggieville/ Mountain View, Ca

- Supervise and oversee all play groups, as to provide a safe environment for the animals.
- Keep a clean and organized facility that is enjoyable environment for all of our guests.
- Provide excellent customer service to all customers and potential customers.
- Provide food/water/medication to all dogs at specified times
- Feeds and care for guests and monitor each guest to ensure a great experience for both pet and parent
- Walk dogs and conduct play times with groups of dogs.
- Recommend additional products and services to Pet Parents that will meet their needs.

***Parking Attendant***

November 2011-February 2012

Ace Parking/ Santa Clara, CA

- Direct cars to appropriate parking location
- Keep direct supervision on all cars and guests to ensure a safe environment

***Supervisor (Pet hotel)***

January 2005- July 2008

PetSmart/ Mountain View, CA

- Deliver excellent customer service to all clients, both existing and potential.
- Administrative responsibilities including but not limited to:
  - Answering phones
  - Enforcing rules and regulations
  - Scheduling reservations for clients/staff
  - Ordering supplies
  - Taking inventory of all equipment
- Care for all animals, by providing food, water, exercise, and training.
- Supervise a staff of 5-10 employees on any given shift

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**EDUCATION**

Woodside High School,

August 2001 — June 2005

Redwood City, CA

**References provided upon request**

Name: Larz McComell

Score 9 /14

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.

☒ 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?

alert a manager on duty, wrap all Bed Dressing up, put in a Bag and wait for Instructions.

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

alert a manager on duty

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

a disinfectant kills 99.9% percent of all Germs. Cleaning solution does not.