

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

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

EDUCATION

Woodside High School,

August 2001 — June 2005

Redwood City, CA

References provided upon request

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	<u>Daily</u> / Weekly
b) Toilets and latrines	<u>Daily</u> / Weekly
2. c) Carpets in guest rooms	<u>Daily</u> / Weekly
d) Carpets in offices	<u>Daily</u> / Weekly
e) Soiled linen	<u>Daily</u> / 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. Wipe 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.