

Sterling L. Young
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SUMMARY OF SKILLS

- Have strong experience in baggage and cargo handling
- Drive passenger limousines
- Excellent thoughtful customer service skills
- Work well from written and verbal instructions, as part of a team or with minimal supervision

PROFESSIONAL EXPERIENCE

Baggage and Cargo Handling

- Safely operate tow car pulling string of baggage carts in busy airport environment
- Load and unload baggage and cargo; move goods to assigned areas
- Ensure that luggage and cargo is handled without avoidable damage
- Always meet or exceed productivity and safety standards

Driver

- Drive limousine and hearse with attention to passengers' safety and comfort
- Maintain vehicle in immaculate condition
- Perform routine services and minor repair
- Report needs for outside maintenance and repair

Customer Service

- Provide thoughtful and respectful customer service
- Assist funeral attendees through all phases of preparation and conduct of funeral services
- Handle telephone calls to take instructions and provide information
- Provide in-person comfort and support

EMPLOYMENT HISTORY

Xtreme Limousine Service, Los Angeles, CA
Driver/Transportation

2011-²⁰¹⁷~~2007~~

Robert L. Adams Mortuary - Compton, CA
Driver/Transportation

2008-2011

Greyhound bus Lines - Los Angeles, CA
Baggage Handler

2001-2007

Huntleigh USA (contract baggage service, LAX) Los Angeles
Baggage Handler

1992-2001

EDUCATION

Centennial High School, Los Angeles, CA

High School Diploma

Dishwasher Test

Score / 10

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

B

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