

Sarbelio Muñoz

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PROFILE

Customer Service/ Food Industry

- 1 year of experience in the Food Industry
- 3 years of experience in Customer Service/Advertising
- Food Handlers Card
- A highly organized and friendly professional, able to establish long term, positive and fun relationships with clients, co-worker and outside resources.
- Skilled in working independently and an as enthusiastic team player.

SKILLS & ABILITIES

▪ Great with the public	▪ Effective Administrative Skills	▪ Efficiently Handle tools
▪ Deadline/ Schedule Oriented	▪ Strong Organizational Skills	▪ Accurate/ detail oriented
▪ Resourceful Problem solver	▪ Reliable, Prompt & Efficient	▪ Professional Work Ethic

EDUCATION AND TRAINING

- Present – Job Readiness & Customer Service Training 2018 – Weingart Center, Los Angeles, CA
- Glendale Community College 2011
- Received Diploma – Burbank High School, Burbank, CA

PROFESSIONAL EXPERIENCE

Yard House, Northridge, CA

12/2016 to 01/2017

Customer Service – Dishwasher

- Cleaned all dishes, utensils, glasses, pots, pans and various other food preparation items.
- Loaded the equipment correctly.
- Cleaned, inspecting and performing maintenance of equipment properly.
- Operated dish washer machine.
- Checked temperature and make changes as needed.
- Provided help in the preparation for staff social events.
- Helped in food preparation.

Savor Latino, Northridge, CA

04/2015 to 12/2015

Customer Service – Dish washer/ Server

- Maintained cleanliness of all food service areas and equipment
- Cleaned, washed and stored all eating and drinking utensils
- Sanitized kitchen surfaces]
- Maintained clean dish washing area
- Kept garbage compactor clean and neat

Arrow Advertising, North Hollywood, CA

06/2012 to 07/2014

Customer Service – Sign Spinner / Sign Production

- Would put together a sign package it to be send by mail.
- Recipient of multiple positive reviews acknowledging dedication to excellent customer service.
- Learned, referenced and applied product knowledge information.
- Developed reputation as an efficient service provider.

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

(2)

B

4) If you need to move a heavy load, you should PULL and not PUSH the object.

- a) True
- b) False

D

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, chafing 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

D

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