

Rhonda L. Stidum

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Career objective: Office Assistant offering hands-on experience in daily office operations

QUALIFICATIONS

- 15 years professional experience within a fast-paced office environment, implementing excellent customer service and attention to detail
- Proficient with Microsoft Excel spreadsheets and Microsoft Word
- Typing: 45 WPM
- Responsible and dependable worker taking pride in a job well done with a commitment to completing all daily tasks
- Organized and flexible

ACHIEVEMENTS

- Provided courteous customer service, determining their specific needs and providing appropriate action
- Data entry using Excel data base system
- Created spread sheets, keeping them updated, revised, and accurate
- Received, sorted and distributed interoffice mail
- Produced high volume of photocopying, distributing to appropriate departments as needed
- Transmitted faxes
- Answered incoming telephone lines, relayed messages, and directed calls
- Assisted the cashiers with getting food and beverages for the customers
- Cleaned counter tops
- Swept and mopped floors
- Cleaned grill

EMPLOYMENT HISTORY

County of San Diego/ Office Assistant /Clerk 05/200-08/2015

San Diego Sport Services Inc 05/2016-Present

EDUCATION

Garfield Independent High School, San Diego CA / Diploma

Dishwasher Test

Score 9 / 10

- 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
- 2) While washing dishes by hand, which item should you wear?
 - a) Cutting glove
 - b) Oven Mitt
 - ☒ c) Rubber glove
 - d) Nothing
- 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
- 4) If you need to move a heavy load, you should PULL and not PUSH the object.
 - ☒ a) True
 - b) False
- 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
- 6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.
 - ☒ a) True
 - b) False
- 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
- 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
- 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
- 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: Rhonda Stidum

Score 12/14

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.
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	<input checked="" type="radio"/> Daily <input type="radio"/> Weekly
b) Toilets and latrines	<input checked="" type="radio"/> Daily <input type="radio"/> Weekly
c) Carpets in guest rooms	<input checked="" type="radio"/> Daily <input type="radio"/> Weekly
d) Carpets in offices	<input checked="" type="radio"/> Daily <input type="radio"/> Weekly
e) Soiled linen	<input checked="" type="radio"/> Daily <input type="radio"/> 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?

report it to my supervisor immediately
10. What do you do if you find Lost and Found items in a guest rooms?

Take it to the los & found
11. Describe the difference between a disinfectant and a cleaning solution?