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

X