

Kharlo Alvarado

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OBJECTIVE:

Experienced Customer Service Professional with adaptability to various work environments. Seeking a challenging position to leverage my intercommunication skills, time-management skills and ability to work in a fast-paced environment.

WORK EXPERIENCE

Retail Salesperson, West Los Angeles College Bookstore

4/2016—10/2017

- Greeted customers and actively looked for customers to help
- Assisted in the inventory and purchasing of bookstore merchandise
- Described merchandise and explains use, operation, and care of merchandise to customers
- Attended all staffing and management meetings on the training of stocking merchandise
- Shelving and organized incoming merchandise from receiving stockroom
- Maintained cleanliness of bookshelves, counters, stockroom and vacuumed store floors
- Received special assignments from management in which included, communication through email and/or running specific errands on college grounds

Retail Salesperson, Vidiots, Santa Monica

09/2012—06/2014

- Greeted customer and assisted with the purchasing of desired movies
- Provided knowledge on new releases, older movies and different quality of DVD and Blu-ray
- Restocked all videos in alphabetical and numerical order
- Received customer returns of videos and registered returns in computerized system
- Relabeled VHS and DVD'S per Manager's request
- Maintained store upkeep that included; swiping shelves, sweeping floors, dusting and removing garbage to back garbage bin

EDUCATION

West Los Angles College, Culver City, CA

02/2015—Present

- College to Career Program - Job Readiness and Workplace Readiness Certificates

Santa Monica High School, Santa Monica, CA

06/2009—06/2013

- Certificate of Completion

Dishwasher Test

✓ 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

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

C 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

D 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

b 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