

Courtney J. Williams

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OBJECTIVE

To obtain employment and to support the company's objectives

SKILLS

Punctual

Independent

Team Player

Fast Learner

Dedicated Worker

Customer Service

Cash Handling

Hostess

Server

Cook

Food Prep.

Housekeeping

Laundry

Custodian

- Prepare and display food items
 - Train new employees
- Maintain cleanliness and appearance of restaurant

EDUCATION

- **University of Phoenix, Phoenix, AZ**

March 2017 | Current

Healthcare Administration

- **Booker T. Washington HS, Atlanta**

August 2003 | May 2007

College Preparatory

REFERENCES

- **Shirley Herrington | Director of Childcare**

404 · 792 · 1457

- **Ashley Lamar | Mentor**

404 · 484 · 1732

- **Javas Harper | Driver Services**

404 · 380 · 0349

Name: Courtney J. Williams

Score /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. False

4. True or False: Dusting is most commonly used for cleaning walls, ceiling, doors, windows and furniture. True

5. Should the following be cleaned daily or weekly? Circle one.

- a) Floors Daily/Weekly
- b) Toilets and latrines Daily/Weekly
- c) Carpets in guest rooms Daily/Weekly
- d) Carpets in offices Daily/Weekly
- e) Soiled linen 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?

Notify management immediately and take immediate action in removing all linen from room.

10. What do you do if you find Lost and Found items in a guest rooms?

Place items in Lost and Found bag, Date and Sign, return to Lost and Found area in hotel.

11. Describe the difference between a disinfectant and a cleaning solution?

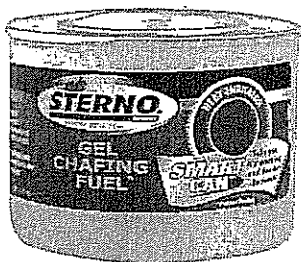
A disinfectant is a chemical liquid used to destroy bacteria while a cleaning solution is a liquid solvent used to clean surfaces.

Buffet Service Test

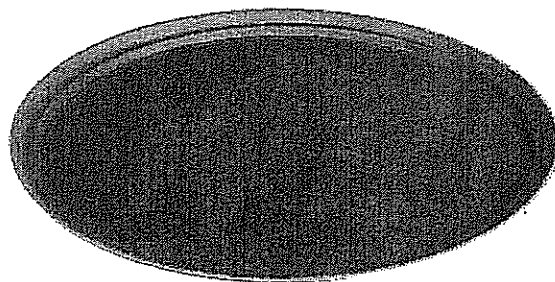
Multiple Choice:

1. The first thing a client is going to notice about you is:
 - A. How much you went through to get there
 - B. How far you had to park
 - C. What you look like when you report for duty
 - D. How Punctual you are
 - E. A&B only
 - ☒ F. C&D only
 - G. All of the above
2. BEO stands for:
 - A. Banquet Efficiency Order
 - B. Better Events Organization
 - ☒ C. Banquet Event Order
 - D. Best Ever Odor
 - E. None of the above
3. Once your chaffing dish is set up, the next step is to add what to the pan:
 - A. The food
 - ☒ B. Hot Water
 - C. Cold Water
 - D. Jelly from the Sterno can
 - E. None of the above
4. Which is an acceptable way to lite a sterno can?
 - A. With matches
 - B. With a regular cigarrrete lighter
 - ☒ C. With a long-neck lighter
 - D. All of the above
 - E. None of the above

Name that item:



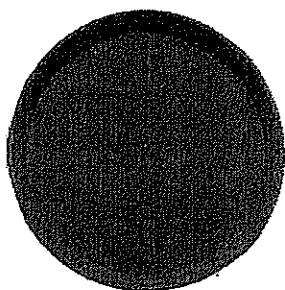
Sterno Can



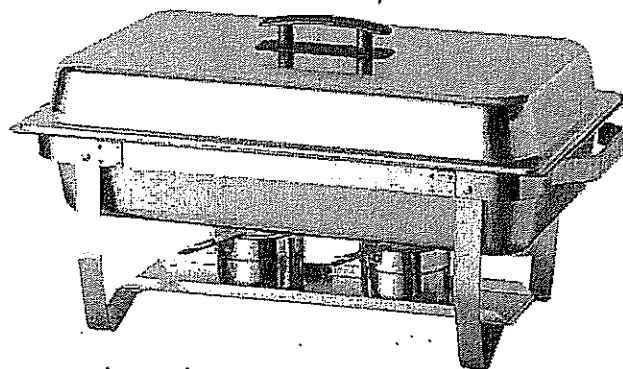
Food Tray



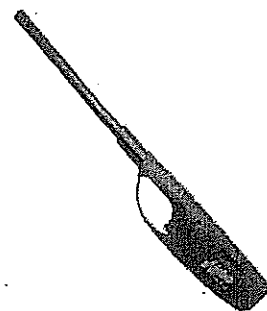
Wine Bottle
Opener



Pan



Chaffing Dish



Lighter