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Objective

A highly motivated professional with verifiable record of accomplishment spanning over the years. Highly creative, recognized as a results-oriented and solution-focused individual. Seeking a position as a Customer Service Representative to allow career growth and development.

Experience

University of Southern California (USC), July 2017-September 2018

Steward/Guest Service Relations

- Greet guest as they walk into the cafeteria while getting to know students and professors.
- Provide great service with accommodating the guest with a smile and fast service, on top of asking the guest before so that they know that their needs come first.
- Maintain a clean eating environment, which ranges from sweeping, mopping, and wiping tables.
- Restock the supplies and condiments both in the dining area and main kitchen
- Clean the dishes from the cafeteria including trays, pots, pans, cups, etc.

Residence Inn by Marriott, April 2016-July 2016

Housekeeper/Laundry Attendant

- Attend to the guest needs such as bringing towels, pillows, etc.
- Wash and fold all linen in the hotel.
- Janitorial duties such as moping the floors, taking the trash, and vacuuming the hotel.
- Stock and prepare linen for the room attendants carts
- Provide fresh linen and remove dirty linen from room attendants.
- Strip all rooms for the room attendants.

Disneyland Resort Anaheim, CA February 2015-January 2016

Custodial Busser/ Steward

- Greet guest as they walk into the restaurant while getting to know why they chose to come Disney.
- Provide great service with accommodating the guest with a smile and fast service, on top of asking the guest before so that they know that their needs come first.
- Maintain a clean eating environment which ranges from sweeping, mopping, and wiping tables.
- Direct guest to different attractions and restaurants.
- Restock the supplies and condiments both in the dining area and main kitchen
- Clean the dishes from the restaurant including trays, pots, pans, cups, and etc.

Target South Bay Pavilion Carson, CA March 2013-August 2013

Cashier

- Developed long-term relationships with customers which increased repeat business.
- Maintained a positive shopping experience for all guests.

- Greeted customers upon entrance
- Assisted customers regarding store products, promotions and new releases with a respectful and courteous attitude.
- Stocked shelves and supplies, organized displays, racks, and shelves to maintain the visual appeal of the store.
- Maintained a complete knowledge of the store products including daily specials, while modeling the vibe of the store.
- Excelled in skills such as situational judgment, reading, and cash handling.

Male Academy Long Beach, CA September 2009- June 2012

Youth Advisor

- Promote the empowerment of youth
- Organized food drive
- Facilitate all youth group meetings to ensure inclusive and safe environment
- Distributed food to low income participants
- Planned and organized activities for youth and adult volunteers

Education

Woodrow Wilson Classical High School **Long Beach, CA**

OFL Charter School Graduate May 2012

References

Available upon request

Dishwasher Test

80%

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

A

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

- a) True
- b) False

E

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

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

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

