

# Amani Jenkins

Spring Valley, CA 91977

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I am seeking a position that will utilize my skills and offer me the chance for Advancement, as well as allow the opportunity to gain additional skills and experience in customer service, hospitality, and Retail.

Authorized to work in the US for any employer

## Work Experience

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### Seervice Expert

24 Hour Fitness - San Diego, CA

November 2018 to Present

- I assist with helping guests sign up with the proper membership
- I encourage guests to buy memberships
- I Clean, organize, and sanitize the front desk
- I make sure all retail sales are properly up, on display, and marked
- I must check retail and be sure items are not within 3 months of expiring, and if are, they must be marked for clearance.
- Participate in Team Cleans, being sure weight area is tidy, disinfectant bottles are full, and paper towel holders are stocked. As well as being sure womans locker room is tidy, no trash is laying around, and sweeping and swiffering lobby.
- Great everyone walking in and being sure to wish them a great day and say thank you.

### Guest Service Representative

Motel 6 / Studio 6 - El Cajon, CA

July 2018 to Present

My job requirements include checking the guest in or out with emaculant customer service.  
Make sure office is stocked and clean  
Lost and found is documented  
Down rooms that are under maintenance are put into the computer system properly  
Be sure to call guests with a courtesy call 15 minutes after check in to ensure their room is up to their standards .  
Vend change as needed and drop money into safe properly  
If a guest is unhappy I must be sure to apologize and room change them  
After a certain time in the night I also am responsible to run cards for the first night of their stay and either keep reservation or cancel them

### Housekeeper

Springhill Suites - San Diego, CA

July 2017 to December 2017

Working here has helped advance my customer service and hospitality skills. As guests checkout i am required to strip rooms, remake the beds with fresh linen, clean and sanitize bathrooms as well as the

living area and kitchenette, and restock the linen, toiletries, and kitchenette utensils. When guests are still checked in there room i remake their beds for them and change the linen if stained or dirty, tidy and wipe down the restrooms and make sure the rooms are restocked with linen, toiletries, and the kitchenette utensils. While working throughout the hotel i must have my best hospitality and customer service skills on at all times, in order if a quest comes to me needing assistance i am prepared to give them what they need or get the right person to assist.

### **Caregiver**

Via Ranch San Diego Ca - El Cajon, CA

June 2014 to July 2016

Caregiving for Assisted living and Memory Care

AM Shift - Performing ADL's (daily duties)

- Getting ready for day and meals
- Scheduling and Escorting to and from appointments and activities
- Documenting daily behaviors
- Cleaning up and organizing rooms
- PM Shift- Performing ADL's
- Getting ready for dinner and bed
- Making sure rooms are in order for the next day
- Making sure residents supplies are stocked and ready
- Documenting for the next shift to be aware of attitudes and/or actions of the residents day

### **Sandwich designer**

Sodexo - Los Angeles, CA

August 2012 to September 2012

Prep station

- Build sandwiches
- Build Salads
- Keep station clean and organized

dxcx

### **Education**

#### **High School Diploma In Education Details**

Helix Charter High School

2012

### **Skills**

- Great communication skills (2 years), Quick-witted and Fast Learner (2 years), Over-Achiever at Work (2 years), Guest Service, Front Desk, Customer Service

### **Additional Information**

Strength

Name: Amani Jenkins

Score    /14

Housekeeping Test

-3

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	<u>Daily</u> / Weekly
b) Toilets and latrines	<u>Daily</u> / Weekly
c) Carpets in guest rooms	<u>Daily</u> / <u>Weekly</u>
d) Carpets in offices	<u>Daily</u> / <u>Weekly</u>
e) Soiled linen	<u>Daily</u> / 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?
 

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

for bag them, tag them with room number and date, and turn in immediately
11. Describe the difference between a disinfectant and a cleaning solution?
 

disinfectant is for soiled spills such as wine and blood  
cleaning solution is for every day cleaning.