

# Pamela Young

## CSR

Lithonia, GA 30058

JnayaYoung143@gmail.com

770-256-5693

My objective is to obtain position with a company that has longevity and the opportunity for a long-term career. I am a very dedicated professional with strong work ethics and excellent customer relation skills. I am seeking a permanent full time position. I am seeking an opportunity with an organization with promise of advancement and the ability to prove myself as well as learning new skill sets. I have great communication skills and i work well under stress. I am hardworking, honest, and dependable. I am ready for a challenge...

Authorized to work in the US for any employer

## Work Experience

### Receptionist

Staybridge Suites - Atlanta, GA

December 2017 to Present

- Responsible for clerical duties including scheduling appointments, maintaining and updating client records, collecting bill payments. Articulate written and verbal communication skills with ability to work independently.

### Order Picker

Gates - Lithonia, GA

May 2017 to November 2017

responsible for filling customer orders and delivering them to the delivery platform in a manner that meets company standards for safety, security and productivity. Had to make sure the orders were completed, correct and filled.

### Stock associate/Cashier associate

dd's DISCOUNTS - Norcross, GA

January 2017 to April 2017

unloading and unpacking deliveries of merchandise, organizing merchandise in the stockroom and stocking on the sales floor. Associates may also be responsible for putting price tags on store merchandise.

### Personal Care Assistant (PCA)

Me And My Nanna - Atlanta, GA

February 2016 to December 2016

Assist the elderly, convalescents, or persons with disabilities with daily living activities at the person's home or in a care facility. Duties performed at a place of residence may include keeping house clean, making beds, doing laundry, washing dishes, and preparing meals. May provide assistance at non-residential care facilities. May advise families, the elderly, convalescents, and persons with disabilities regarding such things as nutrition, cleanliness, and household activities.

## **server**

IHOP - Memphis, TN

June 2012 to September 2015

As a Server, I was able to be responsible for exceeding the customer expectations by providing them with friendly, prompt and attentive service that is tailored to the customer's preference. I was required to have an extensive knowledge of the food and drink menu and be able to recommend, upsell and reinforce the customers' orders. I assist with assembly of prepared food and condiments following standard check orders for accuracy and review those orders with the guest prior to handoff to ensure satisfaction. I also assisted throughout the restaurant by bussing tables, delivering food and beverages ensuring that every opportunity to a customer is completed.

## **Call Center Customer Service Representative**

Pizza Hut - Memphis, TN

February 2012 to March 2014

responsible for processing and handling customer menu orders and concerns via the telephone.

## **Crew Trainer/Crew Member**

McDonald's - Memphis, TN

December 2008 to May 2011

I was responsible for exceeding the customer expectations by providing them with friendly, prompt and attentive service that is tailored to the customer's preference. Had knowledge of the food and drink menu and was able to recommend, upsell and reinforce the customers' orders. I also assist assisted with assembly of prepared food and condiments following standard check orders for accuracy and review those orders with the guest prior to handoff to ensure satisfaction.

## **Education**

### **High school diploma or equivalent**

White Station High School

## **Skills**

Customer Service Skills (6 years), Order Puller, Order Selector, Billing, Filing, Receptionist, Scheduling

## **Certifications/Licenses**

### **Driver's License**

## **Additional Information**

Given the opportunity I would be the best candidate I possibly could be. My strongest work aspects are my most dependable skills. Communication, Multitasking, Prioritizing, Organization, Technical skills, Interpersonal skills, Initiative and problem-solving abilities, and Dependability.

Name: Pamela Young

Score 10/14

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?

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

Turn items into management. Do not touch item
11. Describe the difference between a disinfectant and a cleaning solution?

Cleaning solution is meant to reduce bacteria / germs  
disinfectant is meant to kill bacteria.



## Buffet Service Test

9/10

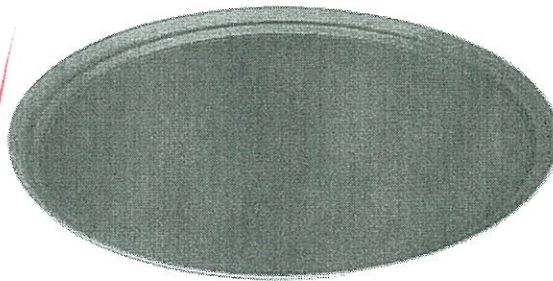
### Multiple Choice:

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 cigarette lighter  
C. With a long-neck lighter  
D. All of the above  
E. None of the above

### Name that item:



Chaffing fuel



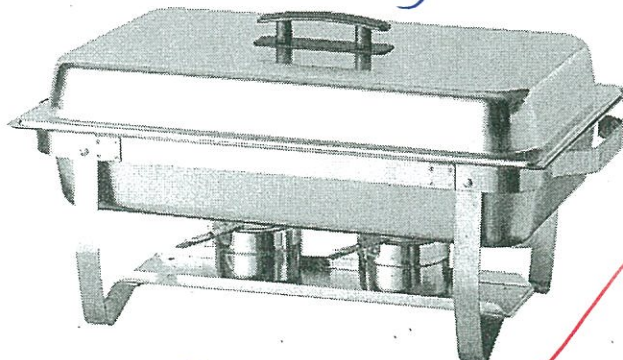
Serving tray



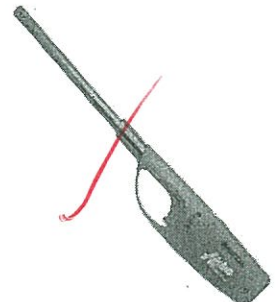
Long screw



Drink serving tray



Chaffing dish



long neck lighter