

Gladys A Mendez
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Objective: Obtain a position in a well-established company with the opportunity for advancement.

Skills:

- over a year experience in customer service.
- Capable of handling multiple projects.
- Demonstrated effective leadership skills.
- Enjoys working with people from various cultural backgrounds.
- Able to work independently
- Fluent in English and Spanish.
- Quickly learns the procedures and methods
- Honest, friendly and possessing outstanding communication skills.
- Dependable - can work without supervision.
- Brings enthusiasm to team projects and encourages others to develop workable ideas.

Experience:

U.S Polo Association

Sales Representative

Citadel Outlets - Commerce CA
September 2015 - September 2016

- Customer service
- Personal projects
- Greeting
- Cashier
- After hour cleaning
- Maintain merchandise organized

PLS Financial Services

Customer Service Representative (CSR)

Los Angeles CA
April 2017 – April 2018

- Lobby hosting
- Financial services
- Maintaining a balance cash drawer
- Completing all transactions accurately, including cash handling
- Help maintain a neat clean environment for customers and employees
- Performing other duties as instructed by management

Biltmore Millenium Hotel

Dish Washer

Los Angeles, CA
April 2018 – Present

- Make sure dishes get washed
- Always maintain dish room clean

Education:

Theodore Roosevelt High School

Los Angeles, CA

References: Available upon request

Dishwasher Test

Score 9 / 10

90%

- 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
- b 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
- C 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
- C 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