

# Paul Broderick

## **Operator - Test Software**

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## Work Experience

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### **Operator**

Test Software

2017 to Present

### **Security Supervisor**

BT Property

2017 to Present

### **Property Inspector**

BT Property

2015 to Present

### **Customer Service**

The Spot

2008 to 2016

### **Host / Assistant Manager**

180 Restaurant

2005 to 2008

## Education

### **Bachelor's**

## Skills

- Customer service (9 years)
- Customer service management (Less than 1 year)
- Receptionist (9 years)
- Retail sales (9 years)
- security (2 years)

## Additional Information

### **Areas of Expertise**

- > Customer Service Management

- > Security Experience
- > Customer Satisfaction Enhancement
- > Strong written and verbal communication skills
  
- > Efficient Multi-Tasking Skills
- > Strong history of customer service in the hospitality and retail industry
- > Complaint Handling & Resolution
- > Honest, friendly, professional

Dishwasher Test

Score 7/10

- b 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
- d 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
- a 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

70%