

DOAN ROSS

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SUMMARY

Systematic and meticulous Facility Manager with several years background leading cross-functional maintenance, housekeeping and kitchen teams. Perceptive and corrective regarding all facets of buildings including cleaning & maintenance. Grounds and employee safety.

SKILLS

- Cost-reduction strategies
- Performance assessments
- Supplier contracts management
- Equipment installations and maintenance
- Operational efficiency and safety
- Employee supervision and task delegation
- Service planning and scheduling
- Inventory management
- Client relations
- Safety protocol
- Vendor relationships
- Customer retention
- Leadership and team building
- Purchasing and planning
- Customer experiences
- Communication skills
- Staff Development

EXPERIENCE

03/2017 to 03/2019

Member Service Representative

WeWork — Los Angeles, CA

- Maintained customer loyalty by providing fast, friendly and knowledgeable service for routine questions and addressing complaints as well as requests. Attended to cleaning and restocking, kitchens, restrooms, conference rooms, common areas, lobby and offices and outdoor area. Assisted with special events (set up/break down, attending to guests needs.

07/2015 to 12/2016

Facility Manager

LA KITCHEN — Mount Washington, CA

- Assessed all aspects of facility operations and employee activities to enforce and ensure adherence to workplace safety regulations. Cleaned, common areas, kitchens, restrooms, classrooms, offices & walk in fridges. Shipping, & receiving & stocking of dried & perishable goods.

07/2011 to 07/2013

Steward Manager

Roosevelt Hotel — Los Angeles, CA

- Assessed all aspects of facility operations and employee activities to enforce and ensure adherence to workplace safety regulations. Supervised stewards, ran employee cafeteria. Assisted Catering department with setup & breakdown of special events (banquets, weddings, movie premieres. Make certain all 5 kitchens, 6 bars, stocked -cleaned & set up to CA safety & sanitation standards.

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
- D 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
- 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