

# Asia Walton

## Customer Service Representative

Atlanta, GA 30310

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✓  
Asiawalton56@gmail.com

Tues 11/5 @ 11:30

A dedicated and motivated professional offering experience in customer service. Areas of experience include retail sales, inventory management and cash handling. Proven ability to be a very passionate, efficient staff member that can produce needed results.

- 5+ Years of Customer Service Experience
- POS Systems
- Cash Handling Experience
- Inventory Management
- Retail Sales
- Food Safety & Preparation
- Child Safety
- °Housekeeping
- °Front desk
- ° Gearco Systems
- \* assistant manager

Authorized to work in the US for any employer

## Work Experience

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### Housekeeping Supervisor/Front Desk Clerk

Home 1 Extended Stay - Jonesboro, GA

July 2016 to April 2019

Issue Vacant Dirty Rooms and stay over rooms to housekeepers

Inspect all rooms for cleanliness

Assist in cleaning rooms

Make sure laundry is washed and folded

Answer phone calls using appropriate phone etiquette

Check guests in/out using Gearco system

Receive payments

Sort mail

Fill out paperwork accordingly

### Housekeeper Lead/Laundry Attendant

HSS Staffing - Atlanta, GA

March 2015 to April 2016

Responsibilities

Make Bed(s) and replace dirty/soiled linen

Clean toilet stool including all interior and exterior surfaces, base, and floor/wall area.

Polish all mirrors

Clean and polish sinks and sink fixtures

- Served food in accordance with food safety guidelines and verified the accuracy of all food orders prior to presenting to customers
- Operated store POS system to process all financial transactions while utilized commercial cooking equipment to effectively prepare all meal items

## Education

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### **Diploma in GED**

Atlanta Technical College - Atlanta, GA

2009 to 2010

## Skills

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- Front Office
- Front Desk
- Customer Service
- Guest Service
- Reception

Name: Asia Walton

Score /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.
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 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?  
Alert the housekeeping supervisor, mark Exit room and alert the manager.
10. What do you do if you find Lost and Found items in a guest rooms?  
Take items to front desk

11. Describe the difference between a disinfectant and a cleaning solution?

A disinfectant only disinfects  
A cleaning solution deep cleans  
the area.