

Michael Ramos

Las Vegas, NV

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Summary of Skills

- Over six years successful experience in customer-facing retail settings
- Effective as both an individual contributor and team member assisting members by modeling customer service best practices
- Exceeded expectations in carrying out job duties, excelling in meeting customer expectations
- Flexible and attentive to detail

Employment History

Concession Worker

Culinary Workers Union, Las Vegas, NV

February 2014 to June 2019

- Cooked and prepared food items, such as sandwiches and salads, following directions.
- Served food, beverages, and desserts to customers in such settings as take-out counters of restaurants, lunchrooms, and businesses.
- Took customers' orders and wrote ordered items on tickets, giving ticket stubs to customers when needed to identify filled orders.

Temporary Worker

Star One Personnel, Las Vegas, NV

June 2018 to May 2019

- Serviced, cleaned, and supplied restrooms.
- Cleaned building floors by sweeping, mopping, scrubbing, and vacuuming.
- Gathered and emptied trash.

Sales Associate

7 Eleven, Las Vegas, NV

September 2014 to December 2014

- Greeted customers entering establishments.
- Received payment by cash, credit cards, vouchers, and automatic debits.
- Answered customers' questions, and provide information on procedures or policies.
- Helped customers find the location of products.

Crew Member

Raising Canes, Irving, TX

August 2013 to January 2014

- Assisted drive-through customers, taking and confirming orders and entering orders using a touch screen.
- Kept daily log of required work activities for review by management.
- Cleaned facility at closing including bathrooms, tables, and work area.

Education and Certifications

Certification in Job Training and Professional Development

Chrysalis, Los Angeles, CA

2019

High School (through grade 11)

Del Sol High School, Las Vegas, NV

2008

3 (70%)

- 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 use cloth
- C 2) While washing dishes by hand, which item should you wear?
- a) Cutting gloves
 - 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
- A 4) If you need to move a heavy load, you should PULL and not PUSH the object.
- a) True
 - b) False
- C 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

