

# Nakeisha Quinones

San Antonio, TX 78216

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I've been in customer service all my life leader and team member! I'm dependable fast learner and ready to work!

Authorized to work in the US for any employer

## Work Experience

### **Cashier Team Lead**

Subway Franchises - Roseland, LA  
February 2019 to June 2019

Lead subway team, cashier, made sandwiches

- Handled refunds
- Stocked merchandise
- Counted out cash drawers
- Operated cash register[s]
- Assisted customers as needed
- Resolved customer complaints
- Helped customers find what they are looking for

### **CNA - Certified Nursing Assistant**

Private Duty In-Home Care - Catlett, VA  
March 2009 to October 2015

Patient care

Lead Nurse

Total care

### **Housekeeping**

Holiday Inn - Warrenton, VA  
November 2010 to March 2015

Housekeeper at a hotel made beds customer service at high end busy hotel

### **Subway Team Leader**

## Education

### **High school or equivalent**

Liberty High School - Bealton, Va  
June 2006 to September 2009

### **High school or equivalent**



100%

## Housekeeping Test

Score 10 / 16

C 1) During which of the following situation(s) should you wear gloves?

- a) When handling disinfectant solutions
- b) When cleaning patient care areas
- c) When handling soiled linens
- d) When handling or disposing of waste
- e) All of the above

C 2) Which of the following should be cleaned daily?

- a) Chairs, lamps, and tables
- b) Tabletops, beds, and handrails
- c) Grab bars, lights, tops of doors and counters
- d) Floors, sinks, toilets, and latrines
- e) All of the above

b 3) TRUE or FALSE: You do not need to use a separate cloth for cleaning bathrooms.

- a) True
- b) False

a 4) TRUE or FALSE: Dusting is most commonly used for cleaning walls, ceilings, doors, windows and furniture.

- a) True
- b) False

C 5) Should the following be cleaned daily or weekly? Circle one.

- a) Floors  Daily / Weekly
- b) Toilets and latrines  Daily / Weekly
- c) Carpets in patient rooms  Daily / Weekly
- d) Carpets in offices  Daily / Weekly
- e) Soiled linens  Daily / Weekly

C 6) The best way to clean the floor is:

- a) Scrubbing
- b) Dry sweeping and dusting
- c) Sweeping, mopping and dusting
- d) Wet mopping

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

A 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

C 9) The appropriate cleaning schedule for a hospital is: Supposed to be daily

- a) Weekly
- b) No schedule needed
- c) Developed according to need
- d) Whatever you feel like

10) How do you use a three-compartment bucket?  
Should be wash solution, wax solution if needed  
and drying solution

11) Describe the difference between a disinfectant and a cleaning solution:

disinfectant is to kill germs and hazardous things and to make what you're cleaning sanitized. Cleaning solution is just basic cleaning but doesn't disinfect