

# Marcus Knoll Resume`

(213) 258 9204

maknoll26@gmail.com

752 S. Main St.

Los Angeles, CA 90014 Apt#230

## JOB HISTORY

### Peking Tavern Downtown LA

806 S. Spring St. Los Angeles, CA 90014

January 1st, 2017 - Currently employed

Andrew Chieu, Owner (213) 988-8308

Dishwasher, Barback, Special Cleans, Cook

### Sarah's Air BnB

3443 Cahuenga Blvd W. Los Angeles, CA 90068

February 1st, 2017 – November 2<sup>nd</sup>, 2019

Sarah D. , my boss

Housekeeping



Jewel Osco ...like Ralphs out here in LA

5616 W. 159<sup>th</sup> st. Oak Forest, IL 60452

June 14th, 2016 – December 9th, 2016

Barb was my Supervisor (708)614-6700

Carter, Bagger, Cashier

Uncle Julios Restaurant

15845 S. LaGrande Rd. Orland Park, IL 60462

March 1st , 2015 – March 13th, 2016

Kevin Weeks was GM (708) 942-4700

Busser

Universal Taxi Services

1740 W. Armitage Ct. Addison, IL 60101

June 14<sup>th</sup>, 2014 – November 2<sup>nd</sup>, 2014

Steve Black Driver Trainer/Dispatch (888)344-8294

Cabbie

R&S Transport, Inc. ( Special Transportation for disabled/handicapped/sick)

4020 29<sup>th</sup> St. SE Rochester, MN 55904

October 28<sup>th</sup>, 2013 – April 10<sup>th</sup>, 2014

Bruce Truman was my Supervisor (507) 289-5080

Transporter



Reichel Foods (Snack tray manufacturing company)

3706 Enterprise Dr. SW Rochester, MN 55902

July 5<sup>th</sup>, 2011 – October 25<sup>th</sup>, 2013

Isabel was my supervisor (507) 289-7264

Production Line, Sanitation

Evergreen Cemetery

3401 W. 87<sup>th</sup> St. Evergreen Park, IL 60805

September 7<sup>th</sup>, 2007 – June 25<sup>th</sup>, 2011

Dave Michaels was my supervisor (708) 422-9051

Groundsman

ANSI Window Washing

Elmhurst, IL

June 2006 – September 2007

Jimmy was my supervisor

Window Washer

## Education

Graduated from Evergreen Park Community High School 2006, I have a diploma



# SKILLS

Excellent Safe Driving Skills

Great customer service and hospitality skills

Can type gwam 40, more if I am typing every day for work

Familiar with using POS systems and running a cash register and handling payments

Familiar with working with the public

Strong hard worker

Respectful

Considerate

Familiar with driving some light heavy duty machinery like tractors and front loaders

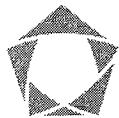
Average math skills

Willingness to Learn/be trained and do a job properly

Strong and helpful Teammate

Familiar with using a Dispatch system





70%

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

A 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, chafing 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

C 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

C 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



## Servers Test

### Multiple Choice

d 1) Food is served on what side with what hand?  
 a) On the left side with the left hand  
 b) On the left side with the right hand  
 c) On the right side with the left hand  
 d) On the right side with the right hand

A 2) Drinks are served on what side with what hand?  
 a) On the left side with the left hand  
 b) On the left side with the right hand  
 c) On the right side with the left hand  
 d) On the right side with the right hand

A 3) Food and drinks are removed on what side with what hand?  
 a) On the left side with the left hand  
 b) On the left side with the right hand  
 c) On the right side with the left hand  
 d) On the right side with the right hand

b 4) What part of a glass should you handle at all times?  
 a) The stem  
 b) The widest part of the glass  
 c) The top

d 5) When you are setting a dining room how should you set up your tablecloths?  
 a) Neatly and evenly across the tables  
 b) The creases should all be going in the same directions  
 c) The chairs should be centered and gently touching the table cloth  
 d) All of the above

d 6) If you bring the wrong entrée to a guest what should you do?  
 a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn  
 b) Inform the guests that you will bring the correct entrée once everyone else in the dinning room is served  
 c) Try to convince the guests to eat what you brought them  
 d) Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

### Match the Correct Vocabulary

D Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

E Queen Mary

B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron)

A Chaffing Dish

C. Used to hold a large tray on the dining floor

G French Passing

D. Area for dirty dishware and glasses

B Russian Service

E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

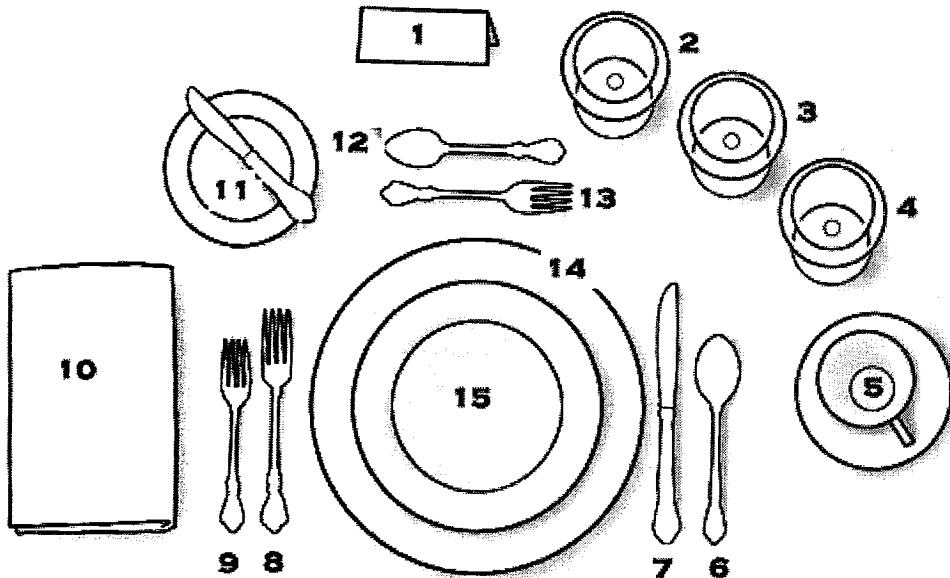
F. Used to open bottles of wine

C Tray Jack

G. Style of dining in which the courses come out one at a time



**Servers Test**



**Match the Number to the Correct Vocabulary**

<u>10</u>	Napkin	<u>8</u>	Dinner Fork
<u>11</u>	Bread Plate and Knife	<u>5</u>	Tea or Coffee Cup and Saucer
<u>1</u>	Name Place Card	<u>7</u>	Dinner Knife
<u>12</u>	Teaspoon	<u>25</u>	Wine Glass (Red)
<u>13</u>	Dessert Fork	<u>9</u>	Salad Fork
<u>6</u>	Soup Spoon	<u>14</u>	Service Plate
<u>15</u>	Salad Plate	<u>34</u>	Wine Glass (White)
<u>42</u>	Water Glass		

**Fill in the Blank**

1. The utensils are placed 14 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Sugar, Creme.
3. Synchronized service is when: Everyone works Together.
4. What is generally indicated on the name placard other than the name? Table #.
5. The Protein on a plate is typically served at what hour on the clock? 7 6.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Talk To The Kitchen For accommodation.

Score 12 / 14

Name: Marcus Knoll

Housekeeping Test

12  
86%

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	<input checked="" type="radio"/> Daily / <input type="radio"/> Weekly
b) Toilets and latrines	<input checked="" type="radio"/> Daily / <input type="radio"/> Weekly
c) Carpets in guest rooms	<input type="radio"/> Daily / <input checked="" type="radio"/> Weekly
d) Carpets in offices	<input type="radio"/> Daily / <input checked="" type="radio"/> Weekly
e) Soiled linen.	<input checked="" type="radio"/> Daily / <input type="radio"/> 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?  
*Contact Supervisor*

10. What do you do if you find Lost and Found items in a guest rooms?  
*Contact Supervisor*

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

*Disinfectant is for Toilets, sinks*

*Cleaning Solution is for Furniture, Table Tops, microwave*

