

Estefani Loera

To apply my technical, professional, and organization skills within the business/management sector of a respected organization in the automotive field to promote growth, customer satisfaction, and promote development.

Palmdale, CA 93552

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661-492-2311

- Flexible schedule and consistent punctuality
- Experience in running an office and collecting payments from guests
- Ability to multi task and prioritize projects
- Able to remember long list of request from a guest
- Excellence in fast-paced, high-pressure work environment
- Passion for excellence
- Intermediate knowledge of Microsoft Word and Excel
- Typing speed of forty words per minute

Authorized to work in the US for any employer

Work Experience

Housekeeping Manager

Staybridge Suites - Palmdale, CA

April 2018 to Present

Supervise work activities of cleaning personnel to ensure clean, orderly, and attractive rooms in hotels, and similar establishments. Assign duties, inspect work, and investigate complaints regarding housekeeping service and equipment and take corrective action. Make purchases of housekeeping supplies and equipment, take periodic inventories, screen applicants, train new employees, and recommend dismissals.

- I keep track of room check-out and check-in schedules.
- I assign room cleaning tasks to workers in accordance with company guidelines.
- Keep inventory track of housekeeping supplies, to prevent shortages.
- I also check Payroll to insure that my staff has there correct punches.

Housekeeping Supervisor/Front Desk

Embassy Suites by Hilton - Palmdale, CA

April 2017 to Present

Supervise work activities of cleaning personnel to ensure clean, orderly, and attractive rooms in hotels, and similar establishments. Assign duties, inspect work, and investigate complaints regarding housekeeping service and equipment and take corrective action. May purchase housekeeping supplies and equipment, take periodic inventories, screen applicants, train new employees, and recommend dismissals.

- I keep track of room check-out and check-in schedules.
- I assign room cleaning tasks to workers in accordance with company guidelines.
- Keep inventory track of housekeeping supplies, to prevent shortages.

Laundry/Housekeeping

Homewood Suites by Hilton - Lancaster, CA

May 2015 to March 2017

Performed all my duties as a laundry and housekeeping attendant, completing all my assignments on time, following all safety and security procedure.

-Assisted housekeeping Supervisor when all my responsibilities allowed it

-Cleaning public areas

Housekeeping Supervisor

Homewood Suites by Hilton - Lancaster, CA

May 2014 to March 2017

Supervise work activities of cleaning personnel to ensure clean, orderly, and attractive rooms in hotels, hospitals, educational institutions, and similar establishments. Assign duties, inspect work, and investigate complaints regarding housekeeping service and equipment and take corrective action. May purchase housekeeping supplies and equipment, take periodic inventories, screen applicants, train new employees, and recommend dismissals.

Education

High school or equivalent

Desert Sands Charter - Lancaster, CA

June 2007 to June 2009

Certificate in Medical Assistant

University of Antelope Valley - Lancaster, CA

May 2007 to June 2008

Skills

Communication. Ability to Work Under Pressure. Decision Making. Time Management. Self-motivation. Conflict Resolution. Leadership. Adaptability., Fluent in two languages - English and Spanish (read, write and speak

Certifications/Licenses

Medical Assistant Certificate

May 2007 to Present

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	<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 checked="" type="radio"/> Daily / <input type="radio"/> Weekly
d) Carpets in offices	<input checked="" type="radio"/> Daily / <input 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 your supervisor or manager on duty.
Take picture as well.

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

Bag the item put name, date, and room number what else
(Then turn it in to your manager.)

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

- cleaning solution will just clean up certain areas your cleaning.
- disinfectant will kill all bacteria as needed
ex: toilet, tub, sink .