

Summary

Highly talented, challenge-driven professional offering over 5 years of experience in the hospitality industry. Exceptional communication and organizational skills with proven ability to efficiently multi-task. Seeking a position that leverages current abilities and enables future growth.

Experience

Housekeeping Supervisor/Office Coordinator Dream Hollywood – Hollywood, CA

October 2017 - present

- Inspect rooms, public areas, and all housekeeping assignments to ensure company standards are being met.
- Supervise a housekeeping staff of 35 in an upscale hotel
- Correct and inform housekeepers of any mistakes encountered during inspection
- Report any maintenance problems and safety hazards to management
- Respond to guest requests, concerns, and complaints to ensure guest satisfaction
- Act as a liaison to coordinate the efforts of Front Desk, Housekeeping, and Engineering
- Manage and monitor HotSos, Rex, and Opera to ensure Front Desk receives accurate information in regards to discrepancies and service requests
- Manage incoming and outgoing calls for the Housekeeping Department
- Delegate tasks to ensure successful check-in transition for guests and Front Desk
- Log and calculate labor hours to assist Housekeeping Management with accurate payroll
- Assist with laundry or with scheduling of staff as needed

Housekeeper Staples Center – Los Angeles, CA

March 2014 - October 2017

- Sweeping, dusting, mopping, polishing, emptying trash bins, maintain carpet clean
- Restock toilet paper, paper towels, & soap dispenser in restrooms
- Report any damage, maintenance problems, safety issues, and potential hazards to management
- Respond to any guests complaints or request with professionalism and patience

Receptionist Rushrunners – Los Angeles, CA

June 2013 – December 2013

- Serve clients by greeting, welcoming, directing, and announcing them appropriately
- Answer, screen and forward incoming phone calls while providing basic information when needed
- Make copies, send faxes, file documents, and handle all outgoing correspondence
- Plan and schedule appointments

Education

Associate of Arts: Business Administration Social and Behavioral Science Pasadena City College – Pasadena, CA

August 2016

Skills

- Fluent in Spanish
- Microsoft Office
- Data entry
- Multitasking
- Hospitality background
- Customer service

Score 2/14

Name:

Valencia Ramirez

86%

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?

Immediately Notify your supervisor or manager.
- ☒ 10. What do you do if you find Lost and Found items in a guest rooms?

Turn them into security. & Notify your supervisor or manager.
11. Describe the difference between a disinfectant and a cleaning solution?

A cleaning solution such as a stain remover is used to clean/get rid of a stain while a disinfectant is used to disinfect certain things or areas when needed for safety purposes.



2

- 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 used cloth
- D 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, 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
- 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