

Johnathan M. Arana

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Objective

I am a customer-oriented Food-Server seeking a long-term, full-time employment opportunity that will allow me to utilize my great people skills, good memory, and upbeat personality at work. I'm a great team player and bring 5+ years of food and beverage experience in high volume dining.

Experience

Spago, Beverly Hills

Server

02/2016- 08/2018

- Effectively communicated with kitchen staff regarding customer allergies, dietary needs and other special requests.
- Assisted with closing duties, including restocking items, cleaning and resetting tables.
- Took guest's food/beverage orders and input orders.
- Regularly checked on guest to ensure satisfaction with each food course and beverage.
- Worked as a team member to provide a high level dining experience.

BJ's Restaurant and Brewhouse, Montebello

Server

12/2014- 02/2016

- Serving guests food/drinks/clearing tables in a fast-paced environment.
- Responsible for keeping the dining spaces clean and presentable.
- Assisted guest with making menu choices in an informative and helpful fashion.
- Provided excellent customer service to guest.

Nonna of Italy, West Hollywood

Server

01/2012- 11/2014

- Delivered food upon request to nearby offices, residencies and other places of business.
- Served guests food and beverages while providing exceptional service.
- Made sure customers were greeted and seated in a timely manner.
- Assisted the manager/bartender in making and serving beverages/cocktails.

Skills

Work well with a wide range of personalities, able to communicate effectively, pay attention to detail, capable at problem solving on the spot, dependable, responsible, punctual, friendly, team player and good at multitasking.

Score /14

Name: Jonathan M. Arany

Housekeeping Test

78%

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?

Clean bedding, linens, ect in hot water and dry them in the highest dryer setting. LEAVE PERMITS
10. What do you do if you find Lost and Found items in a guest rooms?

Return the items to the main desk with a label. to supervisor
11. Describe the difference between a disinfectant and a cleaning solution?

Disinfectant has chemicals to kill germs while cleaning solutions use soap.