

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

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Name: Johnathan M. Arana

Housekeeping Test

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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="checkbox"/> Daily/ Weekly
b) Toilets and latrines	<input checked="" type="checkbox"/> Daily/ Weekly
<input checked="" type="checkbox"/> c) Carpets in guest rooms	<input checked="" type="checkbox"/> Daily/ Weekly
d) Carpets in offices	<input checked="" type="checkbox"/> Daily/ Weekly
e) Soiled linen	<input checked="" type="checkbox"/> 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
lightest dryer setting. **LEAVE PESTS**
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 ~~note~~ note.
NO SUPERVISOR
11. Describe the difference between a disinfectant and a cleaning solution?
Disinfectant has chemicals to kill germs while cleaning solutions
use soap.