

Phala Causby

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CAREER OBJECTIVE

Hard-working professional with 4+ years of experience and a proven knowledge of customer communications, customer service, and customer satisfaction. Aiming to leverage my skills to successfully fill the Customer Service Representative role at your company.

PROFESSIONAL EXPERIENCE

Defenders

Janitor

Atlanta, SC

Jan 2017 – Jan 2019

- Service, clean, or supply restrooms.
- Gather and empty trash.
- Clean building floors by sweeping, mopping, scrubbing, or vacuuming.
- Follow procedures for the use of chemical cleaners and power equipment to prevent damage to floors and fixtures.
- Dust furniture, walls, machines, or equipment.

Colgate

Production worker

atlanta, GA

Jun 2016 – Mar 2017

- Perform quality checks on products and parts.
- Package finished products and prepare them for shipment.
- Rotate through all the tasks required in a particular production process.
- Complete production reports to communicate team production level to management.

McDonalds

Cashier

Atlanta, GA

Mar 2015 – Apr 2016

- Receive payment by cash, check, credit cards, vouchers, or automatic debits.
- Greet customers entering establishments.
- Request and record customer orders, and compute bills using cash registers, multicounting machines, or pencil and paper.
- Communicate with customers regarding orders, comments, and complaints.
- Prepare and serve cold drinks, or frozen milk drinks or desserts, using drink-dispensing, milkshake, or frozen custard machines.

EDUCATION

DOUGLAS HIGH SCHOOL

High School Diploma (Jun 2011)

Atlanta, GA

ADDITIONAL SKILLS

- Microsoft Office
- Customer Service

REFERENCES

References available upon request

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Name: _____

Score /14

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?

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

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

one cleans
one disinfects