

# ELLESSE KNIGHTON

545 S. San Pedro Street Los Angeles, CA 90013 (424) 789-2048

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## OBJECTIVE

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Seeking an entry level position as a housekeeper.

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## EXPERIENCE

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Courtyard Marriott Extended Stay Hotel/ October 2016 to April 2017

- Responsible for the overall cleanliness and sanitation of the residents' rooms, bathrooms and common areas including scrubbing, mopping, vacuuming, polishing, dusting, windows and using germicides.
- Monitor and maintain housekeeping supplies.
- Collect linen to assist with laundry
- Respond appropriately to residents special requests

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## CERTIFICATES AND SKILLS

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- CA Servesafe Food Handlers Card
- Time Management Skills
- Ability to pay attention to detail
- Customer Service oreintated
- Knowledge of cleaning methods and operation of cleaning equipment

Name: Elaine Knighton

Score: 14 / 14

**Housekeeping Test**

100%

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?  
contact supervisor
10. What do you do if you find Lost and Found items in a guest rooms?  
Return them to the front desk
11. Describe the difference between a disinfectant and a cleaning solution? Disinfectant kills the surface of debris & dust. Cleaning solution cleans surfaces to make them look clean, disinfecting solution clears all harmful germs off the surface so the surface won't remain contaminated.