

ELLESSE KNIGHTON

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OBJECTIVE

Seeking an entry level position as a housekeeper.

EXPERIENCE

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

CERTIFICATES AND SKILLS

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

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	<u>Daily/ Weekly</u>
b) Toilets and latrines	<u>Daily/ Weekly</u>
c) Carpets in guest rooms	<input checked="" type="checkbox"/> <u>Daily/ Weekly</u>
d) Carpets in offices	<u>Daily/ Weekly</u>
e) Soiled linen	<u>Daily/ Weekly</u>
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?
Cleaning solution cleans surfaces to make them look clean, disinfecting solution clears all Harmful Germs off the surface so the surface wont remain contaminated. Rids the surface of Debris & dust