

Dawntaneece Chrystal

Room Attendant

Decatur, GA

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405-403-4646

Enthusiastic Waitress eager to apply 10 years of experience and dedication to customer service to a challenging new role with room for advancement. Strengths include resolving conflicts and facilitating communication between customers, kitchen staff and management.

Talented Waiter successful at working in high-volume environments to meet challenging sales, service and quality objectives. Highly effective at learning new items quickly and dealing with all types of customer requests in an efficient and courteous manner. Creative problem-solver skilled in time management and preparatory work

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Room Attendant

Courtyard by Marriott

October 2019 to Present

As a room Attendant, my duties are to stock my cart during preshift and check all rooms for Vacants, DND & YC signs. When cleaning checkouts: you have 30 minutes, to strip the room & bathroom, restock towels coffee area, condiments in the bathroom, closet with hangers, sofa packs, laundry bags laundry slip, iron, ironing board. Clean all surface areas, dust, make beds, clean showers, tubs, toilets, sweep & mop bathroom, vacuum floors, clean all mirrors, report and damages or missing items to Maintenance at least 1 call per day, report all lost and found to room inspector and manager.

Online Technical Support Agent

Alorica Calling Center - Durant, OK

June 2019 to September 2019

I worked for the Intuit campaign through Alorica. I had to take inbound calls. To assist callers with troubleshooting there Quickbooks online subscription, help guide them through the different Quickbooks plans & pricing created Cases for every call to researched KB Articles, used Google, Microsoft Words, Star Notes, posted in P2P to contact tier2 for support with assisting the callers needs with their balancing and reconciling accounts, I also walked them through how Quickbooks functionality works, transferred callers to the correct departments, cancelled & refunded subscriptions, and I also performed Data Migration processes from Quickbooks online to Quickbooks desktop, Quickbooks Desktop to Quickbooks Online, Quickbooks Online to Quickbooks Online, and Quickbooks to 3rd Party App within the Quickbooks App tab.

Cook/Prep

Delaware North - Oklahoma City, OK

January 2019 to May 2019

Listened to, understood and clarified guest concerns and issues.
Upheld standards of cleanliness, food handling and safety.
Maintained complete knowledge of restaurant menu, including daily specials.
Explained menu options in detail so that customers could make educated decisions on food items.
Described menu items, special offerings and appropriately identified wine pairings.
Folded napkins throughout the day to maintain an adequate supply.
Inventoried and restocked items throughout day.
Moved and arranged tables, chairs and place settings and organized seating for groups with special needs.
Maintained high standards of cleanliness and sanitation.
Set dining tables according to type of event and service standards.

Server Assistant

COMMAND CENTER INC - Oklahoma City, OK
July 2015 to July 2016

Addressed guest concerns and resolved all issues to guests' satisfaction.
Developed knowledge about products and sales items to answer shoppers' questions.
Served beverages, breads and butter and replenished items as necessary.
Maintained an atmosphere of enthusiastic customer service.
Kept kitchen areas clean and free of debris and water.
Cleared dirty dishes, refilled beverage glasses, cleaned tables and brought baskets of bread.
Restocked the salad bar and buffet, refilled condiments, organized pantry area and swept and mopped floors.
Wiped down kitchen surfaces with fresh cloths, hot water and company-approved cleaning products to prevent food borne illness.
Guided guests through menus while demonstrating thorough knowledge of the food, beverages and ingredients.
Monitored temperature of cases, shelves and storage areas and reported failures to the manager.
Collected empty carts and returned to the store.

Packaging Associate

REGIONAL FOOD BANK - Oklahoma City, OK
September 2014 to September 2015

Picked products for specific routes according to pick sheets.
Picked up incoming stock and delivered materials to designated locations.
Conducted monthly inventories of materials on the work floor.
Led warehouse improvement initiatives to advance operational efficiencies.
Estimated weights, heights and centers of balance to make precise placements.
Tracked time spent on assignments each day for productivity reporting.
Maintained accurate stock records and schedules.
Redirected shipments en route in response to customer requests.

Education

GED

Name: Downtanece Crystal

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? Take a Picture, Inform Room Inspector, and management. Mark Room as Out of Order.
10. What do you do if you find Lost and Found items in a guest room? Put in a Bag, Label with Date, Room #, your name and turn in the Bag to Lost and Found with manager.
11. Describe the difference between a disinfectant and a cleaning solution? disinfectant kills germs, bacteria, where as Cleaning solution removes dirt, stains, and Bad smells from Surfaces.