

# Hello, I'm Xiomara Terry

2039 N Las Palmas Avenue  
Los Angeles, CA 90068  
(702)750-7679  
XIMARATERRY@YAHOO.COM

## Skills

Communication, Conflict Resolution, Decision Making, Time Management, Self-Motivation, Teamwork, Leadership.

**Other:** Bilingual (fluent in Spanish), Quality customer service(5+ years), Cashier trained, Forklift trained.

## Experience

June 2019 – November 2019

### **[Kendall] Budget Car Rentals, Anchorage, AK – *Customer Service Rep.***

Provide quality customer service, strong communication skills, responsible for answering phone calls, scheduling reservations/appointments, assisting customers with a positive attitude.

January 2018 – July 2019

### **Costco, Anchorage, AK – *Front End Assistant/Cashier***

Provide quality customer service, assist Costco members, cashier, push carts, maintain clean department, sales representative (upgrade memberships, credit card applications).

October 2017 – December 2018

### **The [Hilton] Hampton Inn, Anchorage, AK – *Housekeeper/Room Attendant***

Deep clean rooms: change linen daily, vacuum, dust, laundry, etc., greet customers daily, offer additional room service if needed.

June 2015 – October 2017

### **[Kroger] Fred Meyer's, Anchorage, AK – *Grocery Clerk***

Provide quality customer service, stock grocery shelves, cashier, unload freight.

**\*Private Housekeeper: I've been doing private housekeeping since I was 15 years old. A couple of colleagues and I put an ad on craigslist and that's where my love for housekeeping and hospitality really started. For a total of 4-5 years, we cleaned about 15-18 houses per week and about 8-12 whenever our 9-5's didn't take up all of our time. We focused on deep cleaning rooms and bathrooms, dusting, dishes, vacuuming, and occasionally yard work and laundry if requested.**

## Education

August 2013 - December 2016

**East High School, Anchorage, AK - Early Graduate**

Cumulative GPA: 3.6/4.0

## References

**Frank Miller**—*Costco Front End Supervisor*

Contact Info: **(907)360-3623**

**Mark Shelley**—*Fred Meyer's Grocery Manager*

Contact Info: **(907)360-9596**

**Juliet Gilmore**—*Hampton Inn Housekeeper*

Contact Info: **(907)802-0121**

**Sunny So**—*[Kendall] Budget Car Rentals Manager*

Contact Info: **(907)230-7065**



-2

89%

### Hotel Room Attendant Skilled Test

1. What are the main objectives of hotel housekeeping?
  - A. To perform cleanliness duties most efficiently and effectively.
  - B. To maintain overall cleanliness of the entire hotel at all times.
  - C. To use good quality, safe cleaning equipment and chemicals.
  - D. All the above
2. While servicing rooms, priority should be given as.
  - A. Occupied rooms, guest request, vacant rooms
  - B. Vacant rooms, occupied rooms, guest request
  - C. Guest request, vacant rooms, occupied rooms
  - D. Occupied rooms, vacant rooms, guest request
3. Describe the difference between a disinfectant and cleaning solution?  
A disinfectant is to remove bacteria etc., a cleaning solution is more of a surface cleaner, stain remover.
4. The proper procedure for cleaning spills 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
5. During which of the following situation(s) should you wear gloves?
  - A. When handling disinfectant solutions
  - B. When cleaning rooms
  - C. When handling soiled linen
  - D. When handling or disposing of waste
  - E. All the above
6. When handling housekeeping cart in motion, do you push or pull? Push cart.
7. Ileana, a room attendant at the Marriott Hotel, is cleaning room 603. She hears a door slam shut down the hall. A few seconds later a man in the hall tells her that he just locked his key inside his room, number 610, and asks her to open the door for him. What should Ileana do?
  - A. Call Security
  - B. Politely explain the hotel's policy of not opening guestroom doors and direct the man to the front desk
  - C. Ask for identification and then open the door for the guest
  - D. Ask the man for his name, check the name with front desk, and, if they match, open the door for the guest.



8. Hotel employees are not considered suspicious persons since the hotel knows who they are.

A. True

B. False

9. What is a doorway- sized cart that holds cleaning supplies, equipment, guest room supplies, and linens?

A Housekeeping Cart.

10. What do you do if you encounter bed bugs in a guest room?

Call the housekeeping supervisor letting them know, remove all linens, dispose in a garbage bag and shut the room down.

11. What do you do if you find Lost and Found items in a dirty vacant guest room?

Return lost item to front desk writing the room number & date, if guest doesn't come back for it in 30 days, you have a choice to keep it.

12. When making beds what is a good safety tip?

- A. Bend with your knees and position yourself near the bed
- B. Stay away as far from the bed
- C. Use the same arm
- D. All the above

13. When cleaning surfaces what are some safety tips?

- A. Use the same arm
- B. Switch off which arm you are using to allow the other arm to rest
- C. Do not use gloves
- D. All the above

14. Please name 3 personal protective equipment you use cleaning a guest room.

Gloves, face masks, hairnets.