

Hello, I'm Xiomara Terry

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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



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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.



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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 with 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.