

CLAY B. NIEVA Cell (323) 323-504-3831. 526S.Boyle ave LA,CA,90033 claynieva@gmail.com

To obtain a position that will allow me to use my strong room attendant and customer service and interpersonal skills to work well with a dynamic staff to provide guests with a distinctly memorable positive hotel experience.

- ❖ *Provide polite, efficient service*
- ❖ *Great attention to detail in opening room set up*
- ❖ *Maintain a willing to learn attitude and ability to work flexible hours.*
- ❖ *Maintain great communication with customers by conversing in either English or Spanish.*
- ❖ *Stock mini bar with beer, wine, liquor, and related supplies such as ice, glassware, napkins, or straws.*
- ❖ *Stock cabinets and serving areas with condiments and refill condiment containers.*
- ❖ *Wipe tables and seats with dampened cloths.*
- ❖ *Maintain contact with kitchen staff and customers to ensure that room dining details are handled properly*
and customers' concerns are addressed.
- ❖ *Monitor food distribution, ensuring that meals are delivered to the correct recipients and those*
guidelines, such as those for special diets, are followed.
- ❖ *Remove dishes and stack dishes for return to kitchen after meals are finished.*

EMPLOYMENT EXPERIENCE:

H Club LA,CA Server 03/18 to 1/12

Sunset Tower Hotel Hollywood, CA Server Assistant 08/13 to 2/2/18

Don't Tell Mama Hollywood, CA Server Assistant 04/12 to 05/13

The Federal Bar Hollywood, CA Busser/Runner 01/11 to 01/12

Rock Sugar Century City, CA Food Runner/ Server Assistant 02/08 to 11/09

The Geisha House Hollywood, CA Food Runner/ Server Assistant 05/06 to 01/08

La Cantina Mexican Restaurant Hollywood,CA Busser/ Barback 4/03 to 02/06



HOSPITALITY SERVICES
TSC GROUP

Clay Merv
2/20/20

100%

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?

Disinfectant = kill germs
cleaning = solution - Removes dirt impurities from surface
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*
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.



THE SERVICE
COMPANIES

SERVICE. ABOVE ALL

Name

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Servers Test

Score 20 / 35

Multiple Choice

86%

- a 1) Food is served on what side with what hand?
☒ a) On the left side with the left hand
 b) On the left side with the right hand
 c) On the right side with the left hand
 d) On the right side with the right hand
- b 2) Drinks are served on what side with what hand?
 a) On the left side with the left hand
☒ b) On the left side with the right hand
 c) On the right side with the left hand
 d) On the right side with the right hand
- d 3) Food and drinks are removed on what side with what hand?
 a) On the left side with the left hand
 b) On the left side with the right hand
 c) On the right side with the left hand
☒ d) On the right side with the right hand
- a 4) What part of a glass should you handle at all times?
☒ a) The stem
 b) The widest part of the glass
 c) The top
- d 5) When you are setting a dining room how should you set up your tablecloths?
 a) Neatly and evenly across the tables
 b) The creases should all be going in the same directions
 c) The chairs should be centered and gently touching the table cloth
☒ d) All of the above
- d 6) If you bring the wrong entrée to a guest what should you do?
 a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
 b) Inform the guests that you will bring the correct entrée once everyone else in the dining room is served
 c) Try to convince the guests to eat what you brought them
☒ d) Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

Match the Correct Vocabulary

- | | | | |
|----------|-----------------|---------------------------------------|--|
| <u>D</u> | Scullery | <input checked="" type="checkbox"/> A | Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> | Queen Mary | <input checked="" type="checkbox"/> B | Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron) |
| <u>A</u> | Chaffing Dish | <input checked="" type="checkbox"/> C | Used to hold a large tray on the dining floor |
| <u>B</u> | French Passing | <input checked="" type="checkbox"/> D | Area for dirty dishware and glasses |
| <u>G</u> | Russian Service | <input checked="" type="checkbox"/> E | Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> | Corkscrew | <input checked="" type="checkbox"/> F | Used to open bottles of wine |
| <u>C</u> | Tray Jack | <input checked="" type="checkbox"/> G | Style of dining in which the courses come out one at a time |



Dishwasher Test

Score 8/10

2 80%

C

1) After washing your hands, which item should be used to dry them?

- a) Clean apron
- b) Sanitized wiping cloth
- ☒ c) Single use paper towel
- d) Common used cloth

C

2) While washing dishes by hand, which item should you wear?

- a) Cutting glove
- b) Oven Mitt
- ☒ c) Rubber glove
- d) Nothing

d

3) When should you wash your hands?

- a) Before you start work
- b) After handling non-food items (garbage, money, cleaning chemicals)
- c) After using the restroom
- ☒ d) All of the above

a

4) If you need to move a heavy load, you should PULL and not PUSH the object.

- ☒ a) True
- b) False

e

5) Which of the following could you be at risk for getting burned from?

- a) Steam from boiling pots
- b) Hot liquids (coffee, soup, tea)
- c) Hot equipment (ovens, pots, chaffing dishes)
- d) Harsh chemicals
- ☒ e) All of the above

a

6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.

- ☒ a) True
- b) False

C

7) What should you 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 immediately
- d) Not sure

C

8) When handling hot items you should?

- a) Wear rubber gloves
- b) No need to wear anything
- ☒ c) Use an oven mitt or dry cloth towel
- d) Nothing

a

9) If you are using a three-compartment sink for cleaning and sanitizing, the second sink is used for?

- ☒ a) Rinsing
- b) Scraping
- c) Washing
- d) Sanitizing

b

10) What is the proper method for cleaning and sanitizing stationary equipment?

- a) Spray with a strong cleaning solution and wipe with a sanitized cloth
- ☒ b) Spray with a sanitizing solution, then rinse with clean water and dry
- c) Wash and rinse, then wipe or spray with a chemical-sanitizing solution
- d) Brush off loose soil with a clean cloth, then wipe with a sanitizing solution