

Samantha Ketchmore

Housekeeping

Philadelphia, PA - Email me on Indeed: [indeed.com/r/Samantha-Ketchmore/babc1481865a0744](https://www.indeed.com/r/Samantha-Ketchmore/babc1481865a0744)

WORK EXPERIENCE

Housekeeping

Arthur Jackson - Philadelphia, PA - May 2012 to October 2012

Duties included maintaining the essential level of cleanliness by using the appropriate cleaning and sanitizing methods, chemicals, materials and procedures.

- Waxing and scrubbing of floors and tiles, cleaning of washrooms and bathrooms, cleaning of fixtures and equipment, garbage removal and other exact cleaning tasks that was assigned by the housekeeping supervisor.

Food Service Worker

Harrah Casino - Chester, PA - June 2008 to October 2011

Monitor food distribution, ensuring that meals are delivered to the correct recipients and that guideline, such as those for special diets, are followed.

- Clean or sterilized dishes, kitchen utensils, equipment or facilities.
- Examine trays to ensure that they contain required items.
- Place food servings on plates or trays according to orders or instructions.
- Load trays with accessories such as eating utensils, napkins and condiments.
- Take food orders and replay orders to kitchens or serving counters they can be filled.
- Stock service stations with items such as ice, napkins and straws.
- Remove trays and stack dishes for return to kitchen after meals are finished.
- Prepare food item, such as sandwiches, salads, soups and beverages.
- Monitor food preparation or serving techniques to ensure that proper procedures are followed.

Chef Trainer Manager

Monitor - Philadelphia, PA - January 2002 to December 2007

evaluate, and record training activities and program effectiveness.

- Offer specific training programs to help workers maintain and improve job skills.
- Assess training needs through surveys, interviews with employees, focus groups and consultation with manager, instructors and customer representatives.
- Develop alternative training methods if expected improvements are not seen.
- Organize and develop and obtain training procedure manuals and guides and course materials such as handouts and visual materials.
- Present information using a variety of instructional techniques or formats such as role playing, simulations, team exercises, group discussions, videos and lectures.
- Evaluate training materials prepared by instructors such as outlines, text, and handouts.
- Design, plan, organize and direct orientation and training for employees or customers of industrial or commercial establishment.
- Monitor training costs to ensure budget is not exceeded and prepared budget reports to justify expenditures.
- Select and assigned instructors to conduct training.

Deli Cashier

Aramark - Philadelphia, PA - December 1999 to December 2001

Received payment by cash, check, credit cards, vouchers and automatic debits.

- Issue receipts, refunds, credits and change due to customers
- Assist customers by providing information and resolving their complaints.
- Establish or identify prices of goods and services, admission, tabulate billing using calculators, cash registers and optical price scanners.
- Greet customers entering establishments.
- Answer customers' questions, and provided information on procedures and policies.
- Sell tickets and other items to customers.
- Process merchandise returns and exchanges.
- Maintain clean and orderly checked out areas and completed other general cleaning duties, such as mopping floors and emptying trash cans.
- Stock shelves and marked prices on shelves items.

Food Service Worker

Delaware County Memorial Hospital - Upper Darby, PA - May 1993 to September 1997

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- Load trays with accessories such as eating utensils, napkins and condiments.
- Take food orders and relay orders to kitchens and serving counters so they can be filled.
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EDUCATION

University College - Philadelphia, PA

September 1997 to February 1999