

Curran Martin

CAR Statements

Ability to work in a team structure

Challenge: While working as a Custodian for UW Housing, a resident complained about a clogged drain in the shower in her bathroom.

Action: My partner and I radioed our supervisor to ask him to take a look. We also suggested filling out a maintenance report.

Result: My supervisor came to the bathroom, and he determined it was best to fill out a maintenance report.

Ability to make decisions and solve problems

Challenge: While working as a Custodian for UW Housing, I noticed some dry spilled coffee in one of the trash/recycling rooms.

Action: I decided to gather some of the aqueous ozone that was generally used at the time and to grab a rag in order to clean up the spill.

Result: I cleaned up the spill, and residents got to enjoy a cleaner trash/recycling room.

Ability to plan, organize, and prioritize work

Challenge: While working as a custodian for UW Housing, bathroom cleaning is a large time commitment every day. Generally, groups of two clean each bathroom, and division of work is important.

Action: I generally give the sink and mirror/mopping responsibilities to my partner while I take care of the toilets, showers, and trash.

Result: This way, my partner and I know who is responsible for what and are able to get the bathrooms done quicker. Also, if we are inspected, we can tell our supervisor who was responsible for a certain area that is either perfect or could have been done a little better.

Ability to verbally communicate with persons inside and outside the organization

Challenge: While working as a Crew Member at McDonald's, a man explained to me that he had been waiting outside for his order for twenty minutes and had not received it. He also handed me his receipt.

Action: I understood what the customer wanted and empathized with him, too. I gave the man an apology and set about preparing his entire order myself.

Result: The man got his order, and I went back to my cashiering duties.

Ability to obtain and process information

Challenge: While working as a custodian for UW Housing, I was told at orientation that our aqueous ozone cleaner required 30 seconds to totally sanitize any surfaces it came into contact with.

Action: After my partner and I split each bathroom in half, I would spray my area thoroughly, such as the sink area and mirror. Generally, it would take 15 seconds or so to spray that area. Afterwards, I would dump the trash in the bathroom's trash can into the paper trash bag on our custodial cart.

Result: By the end of spraying and taking out the trash, I could be sure that the sink area and mirror were properly sanitized. They didn't just look clean, they actually were clean.

Ability to analyze quantitative data

Challenge: While working as a marina attendant for the City of Minnetonka, I was responsible for handling the sales deposit at the end of the day.

Action: Every evening, to close up, I printed out the sales record for the day, counted the cash in the till, and took out enough money to leave \$250 in for the next day. Then I added up all of the sales by type (cash, Visa, Mastercard) and made sure that the record of cash sales lined up with having \$250 in the till to begin. I always added up the sales amounts very carefully.

Result: The City of Minnetonka had good reports to go off of in tracking sales at the marina. I was invited to come back the next summer (summer of 2017).

Technical knowledge related to the job

Challenge: Working at McDonald's, I was expected to be able to find all the menu items on the computer screen when taking orders.

Action: Over the course of 14 months, I was able to learn the entire menu and knew where each food and drink item was.

Result: I became a very quick worker and never had to ask my manager to find something on the screen.

Proficiency with computer software programs

Challenge: While working as a marina attendant for the City of Minnetonka, I used a computer program to run up gas sales on a computer.

Action: I would enter the amount of the gas transaction, click the payment method (Visa, Mastercard, cash), then confirm the info on the next screen. Then I would swipe the customer's credit card and enter their security code on the screen. Then I would click enter and the transaction would run through the system.

Result: I became quick at running customer's credit cards through, and I was invited back to the marina for next summer (summer 2017).