

Billy Maltbie

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Opn call
Bar - \$10/\$11
hr

Summary

Accomplished Service Industry Manager looking to expand with 15 years of customer service/sales related experience. Excellent communication and interpersonal skills; builds rapport and relationships with management, peers, and clients.

Qualifications

Customer Service

- Held full accountability scheduling and training administrative and customer service, ensuring optimal satisfaction of guest needs.
- Investigated and resolved wide-array of customer complaints and inquires, ensuring highest level of satisfaction.

Leadership

- In charge of all front of the house employees, including hiring, scheduling, sales, and guest satisfaction.
- Provided quality control for all areas of property. Including cleanliness, food portions/ quality, service, and sales.

Experience

Head server/ Trainer, 2001 – 2008
The Waterman Restaurant – Galveston, TX

Server, 2008-2009
Avery's Restaurant – Sea Isle, TX

Head Server/ Trainer, 2009 - 2010
Mnm Restaurant – Galveston, TX

Restaurant Manager, 2010 - 2011
The West End Restaurant – Sea Isle, TX

Ast. Gm, 2011 – 2012
The Waterman Restaurant – Galveston, TX

Ast. Gm, 2012 - 2013
TheSandbar Grille - Galveston, TX

Education

I.T.T Tech University
Associates in Computer Networking

Hitchcock
Restaurant
Sandbar Grille
Bartender
immediately
\$10 / \$11