

## Billy Maltbie

202 Highland Dr  
(409) 316-9224 (409) 599-7077  
Hitchcock, TX 77563  
[Fortvoz21@gmail.com](mailto:Fortvoz21@gmail.com)

open 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  
**The Sandbar Grille** - Galveston, TX

Hitchcock  
Restaurant  
Sand Bar Grille  
  
Bartender  
immediately  
  
\$10/\$11

## Education

I.T.T Tech University  
Associates in Computer Networking