

# GIOVANNY CASTILLO

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## Summary

Hospitality Industry and Customer Service professional. With 5 years in FOH and BOH operations. Customer service and food handling expertise. Skilled at memorizing menu items and orders. Organized, independent worker with strong time management skills. Detail-oriented and able to learn new tasks quickly and effectively. Outgoing individual who is {Bilingual}.

## Experience

### Staff Director/ Event Manager

01/2015 to Current

Houston, Texas

Conducted reference and background checks on all job applicants. Developed creative recruiting strategies that met anticipated staffing needs. Communicated the duties, compensation, benefits and working conditions to all potential candidates. Managed all phases of recruitment, including defining hiring management needs and posting available positions. Created new employee self-evaluation forms that focused on employee performance, competencies, engagement and development. Assisted management with presentations for business reviews and communications meetings. Researched and recommended new sources for candidate recruiting. Built social networks to find qualified candidates. Thoroughly explained the employee handbook during new employee orientations. Maintained an accurate candidate tracking system. Brainstormed ideas to create a program to attract highly sought-after job skills. Organized all monthly and quarterly reviews for all associates.

- Managed all legal correspondence and litigation, including providing expert testimony to reduce company overall liability.
- Improved overall business knowledge to enhance company leadership.
- Onboarded new employees in the time reporting and payroll systems.
- Enforced established payroll-related policies, procedures and regulations and adherence to company and governmental policies.
- Managed accounts payable for an organization of 30 personnel.
- Maintained annual and monthly budgets.
- Pleasantly welcomed visitors, answered phone calls and maintained the reception desk in the most professional manner.

### Assistant store Manager

07/2014 to 10/2016

Passadena, TX

### Spirit Halloween

Opened and closed the store, which included counting cash drawers and making bank deposits. Answered customers' questions and addressed problems and complaints in person and via phone. Helped customers select products that best fit their personal needs. Maintained visually appealing and effective displays for the entire store. Collaborated with customer service team members to give exceptional service throughout the entire shopping and purchasing experience. Held each team member accountable for achieving brand and performance goals. Built and maintained effective relationships with peers and upper management. Built and maintained effective relationships with peers and upper management. Processed shipments and maintained organized stock shelves. Processed all sales transactions accurately and in a timely fashion.

### Cook II

04/2015 to 10/2016

**Sodexo/CHI St. Luke's The Woodlands****The woodlands, Texas**

Provided courteous and informative customer service in an open kitchen format. Effectively managed and assisted kitchen staff in producing food for banquets, catered events and member dining areas. Consistently kept a clean and safe environment by adhering to all federal, state and local sanitation and safety requirements. Ensured smooth kitchen operation by overseeing daily product inventory, purchasing and receiving. Followed proper food handling methods and maintained correct temperature of all food products. Established and maintained open, collaborative relationships with the kitchen team. Prepared healthy, enjoyable breakfasts and dinners for diners. Conducted daily inspections and maintained food sanitation and kitchen equipment safety reports. Enforced appropriate work-flow and quality controls for food quality and temperature. Provided nutritious, safe, visually appealing, innovative and properly prepared and flavored food.

**Server, Line cook, Host, Waiter, Busser****04/2013 to 11/2014****Xclusive staffing****houston, TX**

Assisted guests with making menu choices in an informative and helpful fashion. Delivered exceptional service by greeting and serving customers in a timely, friendly manner. Maintained knowledge of current menu items, garnishes, ingredients and preparation methods. Promptly served all food courses and alcoholic beverages to guests. Regularly checked on guests to ensure satisfaction with each food course and beverages. Managed closing duties, including restocking items and reconciliation of the cash drawer. Skillfully anticipated and addressed guests' service needs. Demonstrated awareness of liability issues and the law by confirming legal drinking age and discontinuing service to intoxicated guests. Prepared the buffet and salad bar for dinner service. Continually kept carpets and floor clear of debris. Maintained a professional tone of voice and words at all times, including during peak rush hours.

**Sales Associate****11/2012 to 02/2014****Lowe's Home Improvement****Houston, Tx**

- Computed sales prices, total purchases and processed payments. Computed sales prices, total purchases and processed payments.
- Described merchandise and explain operation of merchandise to customers. Maintained knowledge of current promotions, policies regarding payment and exchanges, and security practices. Placed special orders and called other stores to find desired items. Recommended merchandise based on customer needs. Operated a cash register to process cash, check and credit card transactions. Explained information about the quality, value and style of products to influence customer buying decisions. Replenished floor stock and processed shipments to ensure product availability for customers.

**Line cook****05/2012 to 09/2012****Houston Country club****Houston, TX**

- Provided courteous and informative customer service in an open kitchen format. Effectively managed and assisted kitchen staff in producing food for banquets, catered events and member dining areas. Consistently kept a clean and safe environment by adhering to all federal, state and local sanitation and safety requirements. Ensured smooth kitchen operation by overseeing daily product inventory, purchasing and receiving. Followed proper food handling methods and maintained correct temperature of all food products. Established and maintained open, collaborative relationships with the kitchen team. Prepared healthy, enjoyable breakfasts and dinners for diners. Conducted daily inspections and maintained food sanitation and kitchen equipment safety reports. Enforced appropriate work-flow and quality controls for food quality and temperature. Provided nutritious, safe, visually appealing, innovative and properly prepared and flavored food.

**Line cook, Program Manager Assistant****04/2012 to 02/2014****Spectrum Catering****Houston, TX**

- Systematically tasted and smelled all prepared dishes, and observed color, texture and garnishes. Expertly estimated staffing needs and adjusted hourly schedules in accordance with demand patterns, budget and local labor laws. Preparing food for customers, reading a order ticket. Make large number of order of food in a fast amount of time.

**Assistant manager****04/2012 to 11/2012****Little Caesars****Houston, TX**

- Delivered excellent customer service by greeting and assisting each customer. Addressed customer inquiries and resolved complaints. Opened a new store location and assisted in recruiting and training new staff. Reorganized the sales floor to meet company demands. Directed and supervised employees engaged in sales, inventory-taking and reconciling cash receipts. Determined staff promotions and demotions, and terminated employees when necessary. Completed weekly schedules according to payroll policies. Maintained daily record of all transactions. Trained staff to deliver outstanding customer service.

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### Education

#### **Associate of Arts: Culinary Arts**

Culinary Institute of Lenotre

2014

Houston, TX

Classes in Restaurant and Facility Operations Courses in: Food Preparation, Kitchen Management, Patisserie and Confectionery, International Cuisine Basic Vocational Certificate: Prep Cook Basic Vocational Certificate: Pastry Arts. Nutrition courses

#### **High School Diploma**

Milby High School

2012

Houston, TX

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### Skills

Computerized charting, People skills: People person, Advanced problem-solving, Great organizational skills, Great Phone Skills

- Cash handling, Professional and friendly, Careful and active listener, Strong public speaker, Multi-tasking.

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### Community Service

Volunteer- Jubilee Prison Ministry

Volunteer- Prisoners of Hope Prison Ministry

**Servers Test**

**Multiple Choice**

B 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

A 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

C 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

C 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 dinning 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

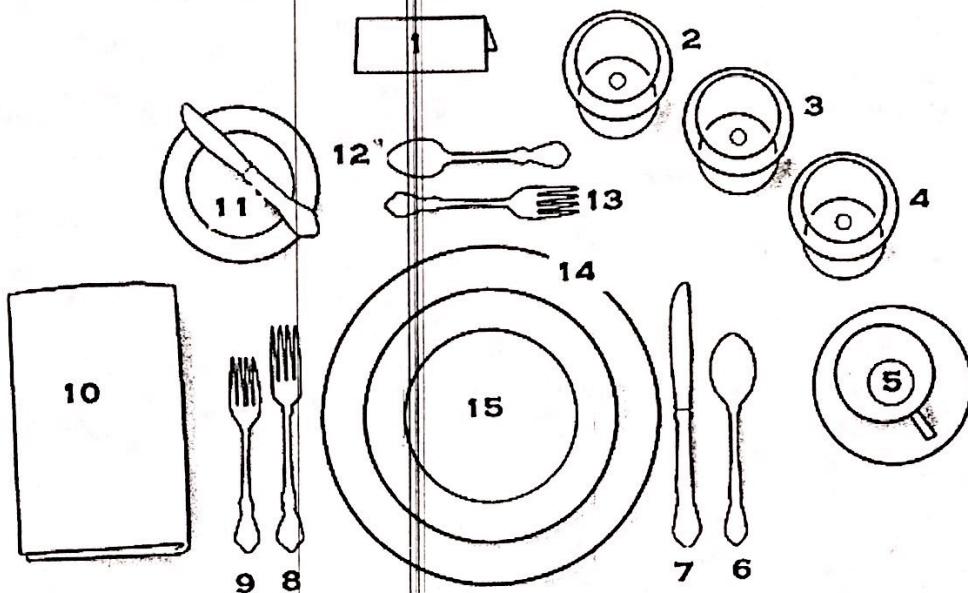
**Match the Correct Vocabulary**

R Scullery  
A Queen Mary  
B Chaffing Dish  
G French Passing  
E Russian Service  
F Corkscrew  
C ~~Tray Jack~~

A. Metal buffet device used to keep food warm by heating it over warmed water  
 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)  
 C. Used to hold a large tray on the dining floor  
 D. Area for dirty dishware and glasses  
 E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored  
 F. Used to open bottles of wine  
 G. Style of dining in which the courses come out one at a time

Name Giovanny Castillo Score / 35

**Servers Test**



**Match the Number to the Correct Vocabulary**

- 10 Napkin
- 11 Bread Plate and Knife
- 1 Name Place Card
- 12 Teaspoon
- 13 Dessert Fork
- 6 Soup Spoon
- 14 Salad Plate
- 4 Water Glass

- 9 Dinner Fork
- 5 Tea or Coffee Cup and Saucer
- 7 Dinner Knife
- 2 Wine Glass (Red)
- 8 Salad Fork
- 15 Service Plate
- 3 Wine Glass (White)

**Fill in the Blank**

1. The utensils are placed 2 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Bread and Butter
3. Synchronized service is when: When you order using technology.
4. What is generally indicated on the name placard other than the name? MR. OR MS. / Thank you.
5. The Protein on a plate is typically served at what hour on the clock? Second to last 7PM
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Notify the cook right away