

# GERALD HAMMONDS

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Monitoring • Reading Comprehension • Speaking • Writing • Science • Mathematics •  
Management of Material Resources • Management of Personnel Resources • Time Management •  
Judgment and Decision Making • Active Learning • Management of Financial Resources •  
Operations Analysis • Operation and Control • Equipment Selection • Installation • Operation  
Monitoring • Quality Control Analysis • Active Listening • Social Perceptiveness • Coordination •  
Persuasion • Negotiation • Instructing • Critical Thinking

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## PROFESSIONAL EXPERIENCE

### HEAD WAITER

September 2016 - May 2017

### EL CHICO

McKinney Texas

- Train new staff. Handle customer complaints. Inspect each person's side work and closing duties. Close and open the store.
- Compile and balance cash receipts at the end of the day or shift.
- Resolve customer complaints regarding food service.
- Train workers in food preparation, and in service, sanitation, and safety procedures.
- Inspect supplies, equipment, and work areas to ensure efficient service and conformance to standards.
- Control inventories of food, equipment, small ware, and liquor, and report shortages to designated personnel.
- Assign duties, responsibilities, and work stations to employees in accordance with work requirements.
- Analyze operational problems, such as theft and wastage, and establish procedures to alleviate these problems.
- Specify food portions and courses, production and time sequences, and workstation and equipment arrangements.
- Recommend measures for improving work procedures and worker performance to increase service quality and enhance job safety.
- Forecast staff, equipment, and supply requirements based on a master menu.
- Schedule parties and take reservations.
- Evaluate new products for usefulness and suitability.
- Perform various financial activities such as cash handling, deposit preparation, and payroll.
- Supervise and participate in kitchen and dining area cleaning activities.

### BANQUET SERVER

January 2016 - September 2016

### THE STRATER HOTEL

Durango Colorado

- Fine dining service and banquet set up and breakdown. Served and sliced meats at buffet.
- Wipe tables or seats with dampened cloths or replace dirty tablecloths.
- Set tables with clean linens, condiments, or other supplies.

- Perform serving, cleaning, or stocking duties in establishments, such as cafeterias or dining rooms, to facilitate customer service.
- Maintain adequate supplies of items such as clean linens, silverware, glassware, dishes, or trays.
- Fill beverage or ice dispensers.
- Stock cabinets or serving areas with condiments and refill condiment containers.
- Locate items requested by customers.
- Carry food, dishes, trays, or silverware from kitchens or supply departments to serving counters.
- Serve food to customers when waiters or waitresses need assistance.
- Clean and polish counters, shelves, walls, furniture, or equipment in food service areas or other areas of restaurants and mop or vacuum floors.
- Replenish supplies of food or equipment at steam tables or service bars.
- Wash glasses or other serving equipment at bars.
- Garnish foods and position them on tables to make them visible and accessible.

#### **SERVER**

May 2014 - October 2015

#### **THE PEAKS RESORT AND SPA**

Telluride Colorado

- Open cafe and set up breakfast buffet. Fine dining service for brunch and lunch.
- Replenish foods at serving stations.
- Take customers' orders and write ordered items on tickets, giving ticket stubs to customers when needed to identify filled orders.
- Prepare bills for food, using cash registers, calculators, or adding machines, and accept payment or make change.
- Deliver orders to kitchens, and pick up and serve food when it is ready.
- Serve salads, vegetables, meat, breads, and cocktails, ladle soups and sauces, portion desserts, and fill beverage cups and glasses.
- Add relishes and garnishes to food orders, according to instructions.
- Set up dining areas for meals and clear those following meals.
- Balance receipts and payments in cash registers.
- Arrange reservations for patrons of dining establishments.
- Perform cleaning duties such as sweeping, mopping, and washing dishes, to keep equipment and facilities sanitary.

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### **EDUCATION & TRAINING**

#### **ASSOCIATE OF ARTS - MARKETING**

December 2009

#### **COLLIN COLLEGE**

Plano Texas

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### **TOOLS & TECHNOLOGY**

- All basic computer skills needed for inventory and basic accounting and all POS systems