

# LACEY HAMMONDS

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## CUSTOMER SERVICE

Monitoring • Reading Comprehension • Speaking • Mathematics • Management of Material Resources • Management of Personnel Resources • Time Management • Judgment and Decision Making • Active Learning • Management of Financial Resources • Active Listening • Service Orientation • Instructing • Persuasion • Negotiation • Coordination • Social Perceptiveness • Critical Thinking • Learning Strategies • Complex Problem Solving

## PROFESSIONAL EXPERIENCE

### CLERK CHECKER

May 2018 - October 2018

### TOM THUMB

2720 Live Oak Dallas Texas

- Receive payment by cash, check, credit cards, vouchers, or automatic debits.
- Issue receipts, refunds, credits, or change due to customers.
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
- Greet customers entering establishments.
- Answer customers' questions, and provide information on procedures or policies.
- Keep periodic balance sheets of amounts and numbers of transactions.
- Stock shelves, and mark prices on shelves and items.
- Compile and maintain non-monetary reports and records.

### SERVER

June 2017 - December 2017

### MAGNOLIA HOTEL

Downtown Dallas

- Inform patrons of establishment specialties and features.
- Supervise and coordinate activities of dining room staff to ensure that patrons receive prompt and courteous service.
- Assign patrons to tables suitable for their needs and according to rotation so that servers receive an appropriate number of seatings.
- Speak with patrons to ensure satisfaction with food and service, to respond to complaints, or to make conversation.
- Inspect dining and serving areas to ensure cleanliness and proper setup.

### BARTENDER SERVER

October 2014 - November 2015

### THE LONE CONE

Norwood, Co

- I opened and closed the restaurant by myself seamlessly, working with credit card machines to ensure numbers came out correctly.
- Monitor food distribution, ensuring that meals are delivered to the correct recipients and that guidelines, such as those for special diets, are followed.

- Clean or sterilize dishes, kitchen utensils, equipment, or facilities.
- Place food servings on plates or trays according to orders or instructions.
- Take food orders and relay orders to kitchens or serving counters so they can be filled.
- Remove trays and stack dishes for return to kitchen after meals are finished.
- Determine where patients or patrons would like to eat their meals and help them get situated.

**MAKE-UP ARTIST**

January 2010 - November 2013

**SELF EMPLOYED**

DFW metro plex

- I went on location to events to do makeup and hair for clients with satisfaction.
- Establish budgets, and work within budgetary limits.
- Select desired makeup shades from stock, or mix oil, grease, and coloring in order to achieve specific color effects.
- Cleanse and tone the skin in order to prepare it for makeup application.
- Assess performers' skin-type in order to ensure that make-up will not cause break-outs or skin irritations.
- Requisition or acquire needed materials for special effects, including wigs, beards, and special cosmetics.
- Write makeup sheets and take photos in order to document specific looks and the products that were used to achieve the looks.
- Evaluate environmental characteristics such as venue size and lighting plans in order to determine makeup requirements.
- Provide performers with makeup removal assistance after performances have been completed.

**HAIR STYLIST/MAKEUP ARTIST/SALES**

October 2008 - January 2010

**GLAMOUR SHOTS**

Northpark Mall Dallas, Tx

- Worked hand in hand with photographers to achieve different looks for many different kinds of people. I worked on people of all ages and races doing different hair and makeup styles.
- Keep work stations clean and sanitize tools such as scissors and combs.
- Analyze patrons' hair and other physical features to determine and recommend beauty treatment or suggest hair styles.
- Schedule client appointments.
- Comb, brush, and spray hair or wigs to set style.
- Shape eyebrows and remove facial hair, using depilatory cream, tweezers, electrolysis or wax.

**SERVER/TRAINER**

February 2008 - October 2008

**TEXAS LAND & CATTLE**

Richardson, Tx

- I trained other employees and new managers on how to serve with strong customer service skills.
- Serve salads, vegetables, meat, breads, and cocktails, ladle soups and sauces, portion desserts, and fill beverage cups and glasses.
- Set up dining areas for meals and clear them following meals.
- Brew coffee and tea, and fill containers with requested beverages.
- Balance receipts and payments in cash registers.

**BANQUET SERVER**  
**THE STRATER HOTEL.**

March 2016 - August 2016  
Durango Co

- Wipe tables or seats with dampened cloths or replace dirty tablecloths.
- Set tables with clean linens, condiments, or other supplies.
- Clean up spilled food or drink or broken dishes and remove empty bottles and trash.
- Perform serving, cleaning, or stocking duties in establishments, such as cafeterias or dining rooms, to facilitate customer service.
- Serve ice water, coffee, rolls, or butter to patrons.
- Replenish supplies of food or equipment at steam tables or service bars.

**SERVER**  
**APPLE BEE'S**

November 2015 - March 2016  
Durango Co

- 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.
- Add relishes and garnishes to food orders, according to instructions.

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## **EDUCATION & TRAINING**

**CERTIFICATION - ESTHETICS**

2003

THE OGLE SCHOOL OF HAIR SKIN AND NAILS

Arlington, Tx

**CERTIFICATION - ESTHETICS**

2014

THE SALON PROFESSIONAL ACADEMY

Grand Junction Co

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## **CONTINUING PROFESSIONAL DEVELOPMENT**

- Esthetics, 2003
- Esthetics, 2014