

# Charlotte Hilburn

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## Work Experience

### **Bartender**

Red Lobster - Duncanville, TX  
July 2017 to Present

Apply knowledge of liquor service to our guest and serve special menus. Prepare to go items for take out. And make drinks for our servers.

### **Server**

SHERATON DALLAS - Dallas, TX  
June 2014 to March 2017  
75201, 214 922 8000

### **Server**

Sheraton Suites Market Center - Dallas, TX  
January 2011 to April 2014

75207- (972) 490-5151

Bartender/Server

- Thoroughly explained the characteristics and descriptions of wines and champagnes on the wine list to customers.
- Strictly abided by all state liquor regulations, particularly in regard to intoxicated persons and minors. Provided prompt, efficient, friendly, and quality service at all times. Responsible for scheduling of servers, bussers, and bartenders.
- Accurately balanced cash register at all times. Operated cash register and processed customer cash and credit card payments.
- Maintained stock levels to prevent shortages of critical items. Accurately and quickly calculated checks and made change.
- Quickly removed debris accumulated at the bar to consistently maintain a clean service area.
- Prepared and served delicious espresso and coffee drinks according to memorized recipes.
- Accurately filled customer orders. Promoted positive customer and associate relations through courtesy, service and professional appearance.

### **Restaurant Supervisor**

Westin City Center/Marriott City Center - Dallas, TX  
January 2005 to January 2011

Manage a staff of 9 servers, in a full service restaurant seating 150.

● Assisted bartenders in maintaining adequate supplies and product for the bar and extended service area.

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● Responsible for assisting in hiring, training, brand standards, and inventory controls.

● Responsible for scheduling of servers, bussers, and bartenders.

● Responsible for inventory controls, cash handling, operational reports, training, beverage menu creation and promotions.

● Prompt, efficient, friendly, and quality service at all times.

● Took prompt corrective action whenever necessary to maintain the satisfaction and safety of all patrons and staff.

● Greeted newly seated guests in a friendly and timely manner.

● Fill in as bartender and server as necessary

● Supported the Banquet Department as banquet bartender when needed.

Service Express Agent

● Answered calls to the hotel in a professional and welcoming manner.

● Handled guest concerns on billing.

● Entered guest reservation, made changes, checked out guest, and entered special requests for guests.

● Complied with guest concerns and entered in star guest resolutions.

● Preauthorized credit card for reservations for desired dates.

Room Service Attendant

● Answered room service phone to take guest orders for breakfast, and lunch.

● Prepared tables for room service attendant to take to guest.

● Supported mini bar department for 407 rooms, stocking product in rooms and charging appropriately.

## Education

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### **Certificate**

PTC Academy

November 1990 to February 1991

### **General Studies**

Von Steuben Science Center

June 1984 to May 1988

## Skills

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POINT OF SALE (Less than 1 year), POS (Less than 1 year), POS System (Less than 1 year)

## Additional Information

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### **SPECIAL SKILLS**

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MICROS POS System, HIS POS System, Galaxy, and Light speed.