

# Freddy Martinez

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## EXPERIENCE:

### **Bubba Gump's Shrimp Co. | Santa Monica , California | April 2016 - Present** *Server*

- Greet guests and patrons personally and on the telephone
- Offer appropriate seating arrangements
- Present menus and take orders
- Ensure the quantity of menus is sufficient to cater to the number of guests
- Relay orders to the kitchen and ensure all orders are filled in a timely and accurate fashion
- Set up dining rooms and make reservation arrangements
- Maintain clean and organized tables and work area
- Manage event related work including setting up tables and maintaining both exterior and interior of the restaurant

### **Life Alert Emergency Response, Inc | Encino , California | December 2015 - March 2016**

#### *Service Technician*

- Retaining customers by advising them of the benefits of our service.
- Listening to and resolving customer issues.
- Providing excellent customer service in a high call volume call center.
- Making outbound calls to follow up on past due balances.

### **Texas Security Bank | Garland , Texas | December 2013 - August 2015**

#### *Treasury Management Specialist/Teller*

- Cash checks and pay out money after verifying that signatures are correct, that written and numerical amounts agree, and that accounts have sufficient funds.
- Receive checks and cash for deposit, verify amounts, and check accuracy of deposit slips.
- Balance currency, coin, and checks in cash drawers at ends of shifts, and calculate daily transactions using computers, calculators, or adding machines.
- Examine checks for endorsements and to verify other information such as dates, bank names, identification of the persons receiving payments and the legality of the documents.
- Order a supply of cash to meet daily needs.
- Prepare and verify cashier's checks.
- Sort and file deposit slips and checks.
- Along with my Teller duties i also had the job title of Treasury Management Specialist. My duties as a specialist were to set up all Business Online Banking Profiles manually and to insure that all online submitted Domestic and International Wires and ACH's are sent successfully

### **RaceTrac Petroleum, Inc., | Plano , Texas | October 2012 - March 2014**

#### *Cashier*

- Receive payment by cash, check, credit cards, vouchers, or automatic debits.
- Issue receipts, refunds, credits, or change due to customers.
- Assist customers by providing information and resolving their complaints.
- Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.
- Greet customers entering establishments.
- Maintain clean and orderly checkout areas and complete other general cleaning

duties, such as mopping floors and emptying trash cans.

- Stock shelves, and mark prices on shelves and items.
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.

**Sears | Plano , Texas | February 2012 - July 2012**

*Customer Service Representative*

- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Receive payment by cash, check, credit cards, vouchers, or automatic debits.
- Issue receipts, refunds, credits, or change due to customers.
- Assist customers by providing information and resolving their complaints.
- Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.
- Maintain clean and orderly checkout areas and complete other general cleaning duties, such as mopping floors and emptying trash cans.
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.

**EDUCATION:**

**Plano East Senior High School | Plano, Texas | June 2016**

*High School Diploma*

**SKILLS:**

- Writes clearly and concisely; Listens attentively; Openly expresses ideas, Negotiates/resolves differences; Provides and asks for feedback; Offers well-thought-out solutions; Cooperates and works well with others; Thrives in a collaborative environment.

**LANGUAGES:**

Spanish and American Sign Language

**INTERESTS:**

Arts, Acting, Singing, Outdoor Activities

**REFERENCES:** *References are available upon request.*



**THE SERVICE  
COMPANIES**

SERVICE. ABOVE ALL

Name Freddy Martinez

## Servers Test

Score 8/35

### Multiple Choice

- D 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
- D 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
- B 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
- D 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 dining 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

-10

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### Match the Correct Vocabulary

- E Scullery  
D Queen Mary  
A Chaffing Dish  
B French Passing  
G 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



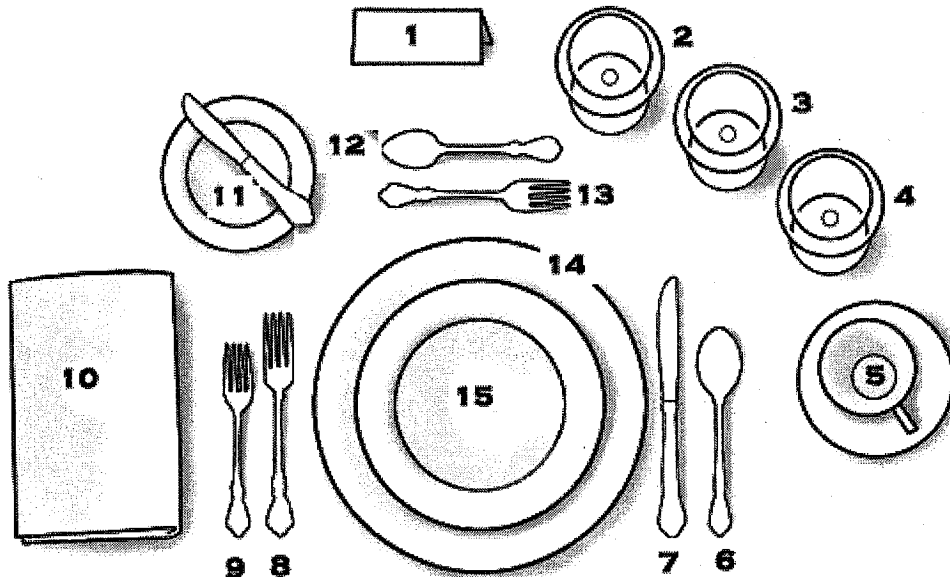
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## Servers Test

Score / 35



### Match the Number to the Correct Vocabulary

<u>10</u>	Napkin	<u>9</u>	Dinner Fork
<u>11</u>	Bread Plate and Knife	<u>5</u>	Tea or Coffee Cup and Saucer
<u>1</u>	Name Place Card	<u>7</u>	Dinner Knife
<u>12</u>	Teaspoon	<u>23</u>	Wine Glass (Red)
<u>13</u>	Dessert Fork	<u>413</u>	Salad Fork
<u>6</u>	Soup Spoon	<u>14</u>	Service Plate
<u>15</u>	Salad Plate	<u>22</u>	Wine Glass (White)
<u>4</u>	Water Glass		

### Fill in the Blank

- The utensils are placed 31 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? Dessert Creamer & Sugar
- Synchronized service is when: All the food comes out at the same time
- What is generally indicated on the name placard other than the name? The Company in which we're catering
- The Protein on a plate is typically served at what hour on the clock? 3 6
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
Notify the chef