

W/W/11/11 OC

11:00 11/28/11 Wed 11/30/11
ARMANDO HERNANDEZ CASTRO

1420 W. Goodhue Avenue • Anaheim, CA 92802 • armandoherandezcastro@yahoo.com 714-927-6731

OBJECTIVE: To secure a position utilizing my skills to their fullest with opportunity for advancement.

SKILLS:

- Follow Banquet Event Orders and Change Orders
- Set Up and Maintain Hors d'oeuvres, Cocktail Receptions, Buffets, Break or Continental Breakfast Service
- Set Tables for Banquets, placing Tablecloths on table, Placing Skirt and Flounce, and Fold Napkins
- Maintain Tables During Service and Clear Tables
- Serve Each Course at Sit-Down Banquets
- Serve Hot Chocolate, Coffee, Tea, and Water
- Prepare, Lift, and Carry Service Trays
- Take and Serve Alcoholic Beverage Orders after checking a valid ID
- Serve Wine or Champagne by the Bottle
- Perform End-of-Shift Duties

EXPERIENCE:

Disneyland Hotel - Anaheim, Ca
Full Time Banquet Server

08/1996–08/2009

Very high-volume fast paced environment, as well as, high profile guest events. Served event functions for up to 5,000 guests in attendance. Responsible primarily for assisting in serving, set-up, and clean-up of all banquet functions. Responsible for preparing coffee breaks, carts, and stations with appropriate food and beverages according to the Banquet Event Order. Prepare tables, buffets, service carts, dessert table/carts and cordial carts. Setting tables with quality china, glass, silver, and folding of napkins. Communicate additional meal requirements, allergies, dietary needs, and special requests to the kitchen. Ensure courses are cleared and tables are properly cleaned. Replenish buffet items to ensure consistency and freshness in presentation. Monitor tableware to ensure it is presentable to guests. Monitor and maintain cleanliness, sanitation, and organization of assigned station and service areas. Bus tables by removing and separating tableware, plate ware, glassware, and flatware. Ensure uniform and personal appearance is clean and professional, maintain confidentiality of proprietary information, and protect company assets. Welcome and acknowledge all guests according to company standards, anticipate and address guests' service needs, assist individuals with disabilities, and thank guests with genuine appreciation.

Anaheim Convention Center – Anaheim, Ca
Banquet Server

04/1998 - Current

Manually set-up and broke-down all meeting rooms. Provided service for all banquet functions (continental breakfasts, breaks, served and buffet lunches, dinners and receptions) to ensure guest satisfaction. Fold napkins, set linen/skirting on tables. Set tables according to service standards. Set up all condiments (butter, jellies, cream, juices) and beverages (non-alcoholic). Set up, monitor, refresh and breakdown coffee breaks, receptions and buffet tables for specified functions according to group requirements. Ensure a sufficient supply of all silverware, glassware and chinaware for service. Check cleanliness and condition of assigned station and service areas; rectify any efficiencies. Greet guests as they arrive and assist them with seating at tables. Take guests' alcoholic beverage orders and retrieve items from bar and serve to guest. Open and serve wine/champagne bottles. Make all varieties of coffee. Serve all food courses and non-alcoholic beverage items to the guest in accordance with function requirements. Clear each course following procedures. Remove all tabletop items, linen and equipment from the function room as designated by function requirements

Anaheim Marriott – Anaheim, Ca
Banquet Server

1998 – 2004

Responsible in provide prompt, efficient, and gracious customer service to banquet function guests. Setting tables with quality china, glass, silver, and following all details of event order. Serving all food and beverages during functions and assisting to bus tables; as service requested. To assist as directed with room set up and breakdown, including setting and decorating tables; folding napkins; preparing condiments; filling salt, pepper and sugar containers; and breaking down and storing tables and chairs. To comply with company and departmental safety rules and regulations, including the proper handling of all relevant equipment.