

# William Carter

Galveston, TX

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## Work Experience

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### Waiter/Banquet Server

Gaido's Seafood Restaurant - Galveston, TX

October 2018 to Present

As a dedicated team member of Gaidos, I progressed from an initial role as a host to leading the banquet service, exemplifying commitment and adaptability. In this multifaceted role, I played a pivotal role in ensuring guests experienced the epitome of fine dining, catering to their refined tastes and maintaining the high standards Gaidos is renowned for.

- General service : Greeting guest and introducing the restaurant's rich history . Communicating with the guest effectively and efficiently to ensure clean, professional and reliable service
- Champagne/wine Service, Expertly served champagne with precision and elegance, ensuring the experience aligned with the high-end expectations of our clientele.
- Drink Preparation and Serving: Demonstrated proficiency in mixing, garnishing, and serving drinks according to recipes or guests' personal specifications.
- Banquet Coordination: As the lead for banquets, coordinated with the kitchen and service staff to ensure timely and accurate delivery of orders, creating memorable dining experiences for our guests.
- Guest Relations: Built rapport with guests, offering recommendations and understanding their preferences to curate a personalized dining experience.
- Maintain Stock and Supplies: Regularly checked inventory, restocked bar supplies, and ensured all necessary items were on hand for efficient service.
- Cash Handling & Transactions\*: Managed tabs and processed payments, ensuring accurate billing and swift transactions.
- Maintain Cleanliness and Hygiene: Ensured the bar area, utensils, and equipment remained clean and sanitized, adhering to the health and safety standards.
- Team Collaboration: Collaborated closely with the kitchen staff, hosts, and other servers to create a seamless service flow, ensuring every guest felt attended to and valued.

Throughout my tenure, I took pride in upholding the values and standards that Gaidos represents, ensuring every guest left with a memorable and premium dining experience.

### Server

IHOP - Galveston, TX

October 2018 to October 2019

My position required but wasn't limited to..

- 1 work in a fast-paced restaurant environment effectively
- 2 greet guest with a warm friendly welcome and offer specials or drinks and deliver requested items a timely manner
- 3 take guest orders counter clockwise and deliver accordingly while making sure to repeat all request to ease guest concerns or questions

- 4 check back at the table in a timely manner making the guest feel at home , make sure all beverages are 3/4 full ,and if inclined to by guest behavior up sell desserts.
- 5 lay check down and take payment (self-banking method)
- 6 complete side work and clean tables correctly and timely
- 7 report to manager for check out

### Banquet Server

Whyndham Hotel - Galveston, TX

August 2018 to March 2019

My position required but wasn't limited to..

1. cleaning event rooms in an efficient and productive way. Events ranged from persons exceeding 300+ to events with 20+ high priority guest
2. Move heavy event equipment (chairs, tables, stereos , dance floors, etc.. ) to their designated spot.
3. Organize , coordinate and delegate task required for smooth operation of banquet event prior to event
4. Serve food , bartend , host or otherwise execute the needed tasks that prioritize guest experience
5. Close down a banquet, clean effectively and organize closing task.

### Cashier/Customer Service

Chili's - Galveston, TX

August 2015 to July 2018

My position requires hands-on experience in cash handling, cash balancing and closing, and customer service. A core responsibility included accurately taking guest orders over the phone and getting proper supplies and goods ready for guest to purchase. Other duties included but not limited to: restocking, taking and logging guest complaints, take guest orders in person and complete them, clean area, and reliably check out cash drawer to a manager.

## Education

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Associate's degree in Business Administration

Galveston College - Galveston, TX

January 2020 to Present

## Skills

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- Customer Service
- Food Service
- POS
- Organizational Skills
- Server
- fast learner
- Cash Handling
- Busser
- Restaurant Experience
- Kitchen Experience

- Bartending
- Banquet Experience
- Host/Hostess
- Retail Sales

## Certifications and Licenses

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food handler certificate

August 2022 to August 2024

TABC

January 2022 to January 2024