

# Gabriela Cerda

Auburn, WA 98092 | 206-948-1413

## Professional Summary

Experienced hospitality professional with 15+ years in banquet and event operations, and Fine Dining, specializing in large-scale events, team leadership, and guest experience excellence. Proven ability to manage events from 25 to 1,500 guests. Strong in team leadership, and service execution.

## Summary of Qualifications

Banquet Operations, Event Management, Team Leadership, Customer and Personal Service, Communication, Time Management, BEO Management, POS Systems, Microsoft Office, Sales Force, and Teams.

## Professional Experience

### **Columbia Tower Club Banquet Supervisor 06/ 2025 – 04/ 2026**

- Supervise events of 25–400 guests
- Manage BEOs, menus, and event execution
- Coordinate with culinary teams and lead service staff
- Pre-shift meeting with the servers to provide instructions and assignments

### **Muckleshoot Casino Banquet Supervisor 08/ 2024 – 06/2025**

- Managed high-volume events up to 1,500 guests
- Oversaw staff, setup, execution, and breakdown
- Collect payments for goods or services
- Making Decisions and Solving Problems

### **DoubleTree by Hilton Lead Banquet Captain- Manager 10/ 2010 – 08/ 2024**

- Led banquet operations for events up to 1,000 guests
- Supervised staff and ensured service excellence
- Looking ahead for future events
- Inventory and schedule
- Collect payments for goods or services
- Payroll
- Coaching and Developing Others

### **Hilton Conference Center Banquet Captain (On-Call) 2005 – 2023**

- Supported conventions, weddings, and corporate events
- Pre-shift meeting with the servers to provide instructions and sections
- Provide basic information to guest, visitors, or clients
- Monitor activities of individuals to ensure safety or compliance with rules.
- Pre-shift meeting with the servers to provide instructions, sections and assignments

### **Four Seasons Fine Dining Banquet Server (On Call) 2011-2016**

- Dedicated Fine Dining Server with 5 years of experience in high-end hospitality.
- Polished service professional with deep expertise in multi-course timing, tableside preparation, and formal service etiquette.
- Committed to delivering seamless, luxury Dining experiences.
- Communicating with Supervisors, Peers, or Subordinates

**Hyatt Regency Bellevue Banquet Server (On Call) 2011- 2016**

- Working in events from 25 - 1,000 people
- Detail to all silverware, glassware and China for the set up of multiple tables 8-12 persons in each table
- Attending 50-70 guests in one time setting during conventions, weddings, meetings and party celebrations.
- Providing a polite, prompt and professional customer service to the fullest in a timely manner.

**Hyatt Regency Lake Washington Banquet Server (On Call) 2017- 2018**

- Working in events from 25 - 1,000 people
- Take customer orders
- Communicate dining or order details to kitchen personal
- Communicate with customers to resolve complaints or ensure satisfaction

**Education & Certifications**

Residential Interior Design Certification – South Seattle College (2020)

ESL Certificate – Seattle (2011)

Flight Attendant Program (Coursework) – Aerocalifornia

High School Diploma – Guadalajara, Mexico

**Languages**

Spanish (Bilingual), English (Fluent)

**Certifications**

MAST Permit, Food Handler Certification, ServSafe