Robert Smith

Banquet Captain/Restaurant Server

CONTACT DETAILS

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PERSONAL STATEMENT

To obtain a position with Marriot that will enable me to use my strong organizational skills, customer service, educational background, and my ability to work well with people.

WORK EXPERIENCE

Banquet Captain/Restaurant Server

Marriott Hotels - October 2014 – Present

Responsibilities:

- As banquet captain dealt with customer service scenarios, food preparation, costs, pricing, creating work schedules and more.
- On a daily basis dealing with employee conflicts, irate customers, logistic issues, and finding solutions to any other problems.
- Experienced in working with CITY, GSS, ESS.
- Routinely handled as many 250 customers on a daily basis with excellent services.
- Able to get along well with co-workers and accept supervision.
- Received positive evaluations from previous supervisors.
- Communication and networking skills- Great written and verbal presentation skills.

Banquet Captain

ABC Corporation - 2013 – 2014

Responsibilities:

- Opening team for the Catering/Banquet Department
- Conduct Training presentations for 260 new employees
- Created standard operational forms including staff assignment sheets, equipment requisitions, and banquet prop sign out sheets
- Executed special events outside the realm of the banquet facility including events in the nightclubs, specialty stores, Ferrari Dealership, Lake of Dreams, and the European Pool
- Prepare diagrams for upcoming events
- Processing of banquet checks
- Delivered quality service by providing a warm and welcoming environment.

Education

Degree - 2011(Devry University)- 2005(James Logan High School)

SKILLS

Banquet Captain.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

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