

ROBERT SMITH

Banquet Houseman II

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Perceptive customer service professional, effective at building highly-motivated teams, as well as building cross-functional teams in a fast-paced environment and cultivate positive customer relationships.

EXPERIENCE

Banquet Houseman II

ABC Corporation - JANUARY 2004 - JANUARY 2005

- Maintain a clean and tidy resort area. Provide common escort information for guests.
- Resolve guest issues quickly and with great care and effectiveness.
- Maintain the sanitation of banquet storage rooms.
- Attend proper resort, division, and department meetings.
- Setup and breakdown meeting rooms vacuum, drop dance floor set up stages overall making sure all rooms are set up for the following day Accomplishments.
- Demonstrating shortcuts when having to turn a room in less than and have the room ready for the next client that's coming in that also means having all materials.
- Setting up the rooms for various events held at the hotel weddings, meetings, etc.

Banquet Houseman

ABC Corporation - 1999 - 2004

- Set up and tear down of any and all events such as weddings, conferences, dances etc.
- Help guests if they require extra tables/chairs or additional changes/concerns.
- Responsible for freshening or cleaning up rooms between events.
- Was trusted with setting up and tearing down events on my own by reliably working long hours, and completing set ups and tear downs of events in a timely manner.
- Was well liked among staff and customers throughout the facility.
- Was trusted to help Valet parking if there weren't many events on the schedule, and valet needed the extra hands.
- Skills Used Teamwork, communication, heavy lifting, following safety protocols, reliability, customer service, following instructions, multitasking, problem-solving and attention to detail, maintaining a polite demeanor..

EDUCATION

- High School Diploma - (Belmont High School)

SKILLS

Microsoft office, Management.