

## QUALIFICATIONS PROFILE

Competent, customer-focused, and highly accomplished professional with 10 years of progressive years of continuous service in the banquet services industry. Possess proven record of success in managing numerous high-end events through effective utilization of creative planning, prioritizing, and goal-setting skills. Demonstrate in-depth knowledge of all aspects involved in coordinating events from planning to execution while ensuring completion within budget and time constraints. Known as a proactive leader in developing and implementing effective strategies to deliver first-rate client services; utilize leadership expertise in directing individuals and groups to deliver peak performance. Utilize strategic planning and decision making skills in streamlining processes and defining continuous improvement processes for resolution and improvement.

---

### SELECTED ACCOMPLISHMENTS

---

- Directed planning and successful execution of high-end events for Allied Signal, The Sopranos, Bosom Buddies and Pines Manor
- Initiated the development of staff training manuals to promote procedural consistency and clear guidelines; facilitated a significant improvement in customer satisfaction for Sheraton, Pines Manor, and Pleasantdale Chateau
- Served as key contributor in the development of forms for dinner tickets, assignment sheets, and computerized cocktail hour floor plans for Sheraton to enhance productivity of servers in performing assigned duties
- Appeared in a television commercial that was aired on Comcast cable TV network

---

### PROFESSIONAL EXPERIENCE

---

#### **Sheraton at Woodbridge Place ▪ Iselin, NJ**

##### **BANQUET MANAGER**

**2003-2004**

- Provided primary leadership in directing 30 employees, including assistant banquet managers, banquet captains, housemen, servers, and bartenders
- Oversaw all aspects of daily operations for approximately 10 banquets daily; monitored and ensured efficiency of overall work performance
- Established and maintained positive working relationships with clients for planning and payment collection
- Performed wide-range of human resources functions involving interviewing, hiring and training of new banquet servers
- Coordinated schedule and workload of employees; prepared written performance reviewed for servers and bartenders
- Identified and implemented viable solutions to work related issues involving staff members; administered payroll budget

#### **City Hall Restaurant ▪ New York, NY**

##### **FLOOR MANAGER / CLOSING MANAGER**

**JUNE-NOV 2003**

- Efficiently performed various responsibilities related to catering management for this upscale cart restaurant with 2 banquet rooms for more than 200 seats

#### **Pines Manor ▪ Edison, NJ**

##### **BANQUET MANAGER, CATERING DEPARTMENT**

**2002-2003**

- Spearheaded all asp of the development and implementation of weddings and corporate events
- Provided efficient performance as master of ceremonies and managed timing of food courses, band schedules, cake cutting, and photographer needs
- Administered payroll budget and managed functional areas of three different banquet rooms simultaneously
- Developed menus through Cater Mate software, determined availabilities, and assigned staff to various events
- Utilized strong leadership skills in managing 60 employees; supervised hiring, orientation and termination of employees
- Facilitated training with new employees to ensure improvement of work performance and efficiency
- Organized meetings and interacted with servers to review timing and expectations for each event

# MARY EVANS

---

---

Address ▪ Phone Number ▪ Email Address

---

---

## **Florentine Gardens ▪ River Vale, NJ**

**BANQUET MANAGER / CATERING SALES MANAGER**

**2001-2002**

- Played a lead role in the successful development and implementation of corporate events and weddings; managed the preparation of budgets for linens, event supplies, and liquor
- Worked closely with new clients and cultivated productive relationships to provide high quality services; provided tours of the facility, reviewed pricing and menu options, and discussed date availabilities
- Coordinated food / beverage service training classes to improve efficiency of banquet servers and increase productivity

## **Florentine Gardens ▪ River Vale, NJ**

**BANQUET MANAGER / ASSISTANT CATERING MANAGER**

**2000-2001**

- Rendered primary direction to staff of 50 and oversaw all aspects of banquet room events involving sales and bookings, menu consultation, pricing and events management
- Recognized for exceptional performance in providing high quality service and received numerous letters of praise from former prominent clients

## **Pleasantdale Chateau & Conference Center resort ▪ West Orange, NJ**

**BANQUET MANAGER / ASSISTANT CATERING MANAGER**

**1998-2000**

**BANQUET CAPTAIN / ASSISTANT MAITRE'D**

**1997-1998**

- Hired to work on the large prestigious facilities consisting of Pleasantdale Chateau, The Manor, and The Highlawn Pavilion
- Worked closely with walk-in prospective clients and closed banquet packages worth more than \$100 K
- Successfully directed planning, development and execution of each event to ensure achievement of bottom-line results
- Commended for outstanding performance in the areas of customer service; received numerous unsolicited letters of gratitude from satisfied clients

---

---

### **OTHER EXPERIENCE**

---

---

## **Pleasantdale Chateau & Conference Center resort ▪ West Orange, NJ**

**BANQUET CAPTAIN / STAFF TRAINER**

**1994-1996**

---

---

### **EDUCATION**

---

---

#### **Associate of Arts in Hotel and Restaurant Management**

Country College of Morris ▪ Randolph, NJ ▪ 1996

Selected for various competitive and discriminating hospitality internship program at the time-share hotel Cypress Pointe Resort in lake Buena Vista, Florida

---

---

### **PROFESSIONAL TRAINING**

---

---

#### **Training for Intervention Procedures of Intoxicated Guests (TIPS) Certification**

Re-Certified ▪ 2007

**Guest Service ▪ TQM ▪ Motivation and Team Building Training**