

# Eric Washington

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## Career Target: Banquet Captain for an Upscale Conference Center

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### Professional Profile

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Ambitious, high energy professional offering over three years' experience from the fast-paced, customer service-driven restaurant and hospitality industry. Accustomed to working long hours, meeting structured timelines, managing multiple responsibilities, and quickly adapting to sometimes stressful work situations. Extremely well organized team player with ability to plan, schedule and direct events and personnel. Project an enthusiastic, can-do personality and customer service focus which has earned recognition and respect from clients, management, and co-workers. Build instant rapport with individuals from diverse socio-economic, cultural, and educational backgrounds. Basic comprehension of written and oral Spanish communication. Computer literate.

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### Professional Experience

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**Banquet Server, Clarion Hotel, Hagerstown, MD** 2007 – Present

Performed as key member of banquet staff for large conference facility, working in full-time or on-call capacity. Set up food stations, tables, buffets and bars for multiple corporate events and weddings, catering anywhere from 50 to 7000 guests.

- Followed complex banquet event orders (BEO) detailing menu items, charges, starting and ending times, and sequence of activities.
- Professionally interacted with corporate event planners, banquet captains, servers, restaurant managers, and guests to ensure seamless execution of events.
- Demonstrated high stamina and endurance and ability to remain focused and upbeat, while working up to 18-hour shifts.

**Banquet Captain, Fountain Head Country Club, Hagerstown, MD** 2005 – 2007

Directed and managed corporate events and wedding banquets for this 2000-member private county club. Started as a grill server and progressed to banquet server and banquet captain within first few years of employment.

- Scheduled and supervised team of eight to ten servers and two bartenders and provided input to hiring decisions.
  - Awarded Associate of the Quarter, Fall 2005 and 2006 Associate of the Year, outshining 250 associates in superior work habits, teamwork, and service.
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### Prior Examples of Teamwork & Initiative

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Embarked on a 29-day backpacking trip throughout Europe – Summer, 2008

Earned **Boy Scouts of America Eagle Scout** merit award for planning and supervising a project that refurbished three to four miles of wooded trails in a city park.

Competed in junior and senior high school baseball; earned all state honorable mention and attained 1<sup>st</sup> team all-conference honors.

**Graduate, South Hagerstown High School, Hagerstown, MD**