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### **Mike Ekbatani**

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**Objective:** To obtain a position at banquet department, where I could utilize my professional work experience my education and language skills, to have the opportunity for growth and upward mobility within the company after I have proven myself through hard work.

#### **Skill:**

- Over 7 year of customer service and hospitality
- Strong supervisory and interpersonal skills
- Excellent computer skills (Excel, Word)
- Fluent in Farsi, Turkish and English
- Have experience working in almost every department of the resort: banquet server, in-room dining and fine dining restaurant server, runner, busser, front desk and helped out at our laundry and housekeeping department as well
- Coordinate and provide audio/visual support for the incoming events
- CERTIFICATES: CA General Journeyman certification, Guest service, Food handler, First Aid, TIPs, Care, Bartending and alcohol beverage

01/08/08- 08/16/13      *The Pelican Hill Resort*      *Newport Beach, CA*

#### **Banquet Supervisor**

- Immense ability to read and follow banquet event orders and floor diagrams, and set up rooms accordingly
- Manually set-up and broke-down all meeting rooms and food functions in accordance with fine stars standards of quality
- Supervised the set up crews, schedule staff hours and assign duties
- Representing our department in BEO meetings
- Gave tours for potential clients along with ideas for their event needs
- Made sure the set-up is well done as what clients desire and do any changes if needed
- Served multiple roles during a scheduled shift which required changing uniforms from houseman to server as needed

11/05/07- 14/08/08      *Hyatt Regence*      *Garden Grove, California*

#### **Banquet Server**

- Carried out serving of beverages and food items as per customers expectations.
- Attend roll call meetings before events to learn function particulars, including guest and hotel expectations
- Serve the food and/or beverage in the order and to the expectation of the Supervisor to ensure consistency throughout the banquet. Promptly remove dishes as guests complete each course and/or meal at the end of the meal or function

**Awards: Employee of the month – 5 times**