

Brittany M. Seay

2305 Devonshire Dr. ~ Austin, TX 78723
Cell: 804-647-8109 Email: bmseay22@gmail.com

CATERING AND HOSPITALITY MANAGEMENT / FOOD AND BEVERAGE SERVICE

Operations ~ Sales ~ Marketing

Objective: To deliver profit, cultivate new business relationships and work with and develop a great synergistic team, in a professional sales environment in the hospitality industry.

Summary of Qualifications:

- ❖ Innovative professional with specialty in private event catering sales
- ❖ Possess the skills to drive business growth, capitalize on new revenue potential and manage all aspects of event planning
- ❖ Exceptional leadership and people skills, organizational, oral/written communication, interpersonal, and problem resolution skills
- ❖ Able to work independently and uphold a positive approach inside busy surroundings
- ❖ Strong familiarity with local market and its requirements

Skills:

- ❖ 5 years experience in Food and Beverage Service Industry
- ❖ 4 years experience in F&B Operations – banquet setups/breakdowns and service for events
- ❖ 2 years strong experience in selling hotel rooms, F&B, catering, and meeting rooms
- ❖ In catering sales, consistently achieved gross revenue goals from 2011-2012 with an estimated variance YTD (year to date) budget vs. actual YTD of \$26,000
- ❖ Manage to a monthly budget while increasing revenues
- ❖ Perform job functions with attention to detail, speed and accuracy
- ❖ Banquet Backlog Reports based on P&L reports (SMERF profit/loss)
- ❖ LnR Sales Reports (tracking repeat corporate business)
- ❖ Menu & Recipe Management
- ❖ Food & Beverage Service Management
- ❖ Applied Nutrition for Food Services
- ❖ Fundamentals of Quality for Hospitality
- ❖ Marketing/Advertising in Hospitality Industry
- ❖ Food & Beverage Cost Control
- ❖ Food Service Sanitation & Safety
- ❖ Supervision in the Hospitality Industry
- ❖ Hospitality Law
- ❖ Human Resources Management & Tourism

Computer Systems Skills:

- ❖ Opera Reservations System – Corporate groups, SMERF groups, and individual reservations
- ❖ Hotel SalesPro – System Administrator; creating group resumes, rooms contracts, Banquet Event Orders, Catering Contracts, etc.
- ❖ Microsoft Excel – Backlog and LnR reports
- ❖ Microsoft Office Word – Creating and updating quarterly action plans, creating signage, menu cards, place cards, etc. for banquets
- ❖ Microsoft Publisher – Marketing/Advertising
- ❖ Microsoft Outlook – Email/Calendar/Organization/Traces

Work Experience:**Holiday Inn South ~ Bells Road (June 2013-October 2013)****Catering Sales Manager****4303 Commerce Road****Richmond, VA 23234****The Berkeley Hotel (April 2011-December 2012)****Catering Sales Manager****1200 East Cary St.****Richmond, VA 23219**

- ❖ Handle inquiry calls. Qualify and book space requests by obtaining pertinent information required.
- ❖ Record messages legibly and completely; ensure proper distribution of messages.
- ❖ Make telephone calls to corporate accounts and see what catering needs they may have for upcoming meetings and events.
- ❖ Greet all individuals arriving at offices courteously and assist with their needs.
- ❖ Maintain accurate trace files and communicate daily traces to Senior Sales Manager. Establish and maintain filing system procedures; prepare new client files.
- ❖ Prepare and send faxes; receive and distribute faxes to appropriate personnel.
- ❖ Make photocopies and process as specified.
- ❖ Type correspondence, memos, B.E.O.'s, Daily Event Sheet, Daily Change Sheet, 10-Day Forecast and reports as assigned and distribute according to Hotel standards.
- ❖ Process all changes to B.E.O.'s as given by the Senior Sales Manager on a timely basis.
- ❖ Prepare monthly Lost Business Report, type and submit to Senior Sales Manager for review before distribution to General Manager.
- ❖ Attend designated meetings, take notes, and distribute as needed.
- ❖ Call clients for their function guarantee numbers and adhere to departmental policies.
- ❖ Prepare requests for complimentary room reservations when assigned by Managers, following Hotel procedures.
- ❖ Attend staff meetings to go over group information as needed.
- ❖ Meets and greets clients and guests; provides site inspections and pre-cons.
- ❖ Attend monthly networking events and bridal showcases
- ❖ Sets up/breaks down and works booth at bridal showcases twice a year to create awareness of property, book new business, and increase overall banquet revenue.
- ❖ Maintains consistent verbal and written communication with clients.
- ❖ Makes onsite and field presentations to prospective clients.
- ❖ Develop sales strategies that drive total revenues for lodging and F&B.
- ❖ Quotes prices and terms, based on knowledge of resort products and services and prepares sales contracts for orders obtained.
- ❖ Monitors in-house group business, provides on-site support as needed to build client relationships, and resolve issues and needs.
- ❖ Sells accommodations, meeting space, and F&B to corporations, associations, and other entities originating from specific geographical areas.
- ❖ Generates and develops leads from cold calls, etc.
- ❖ Responsible for traces, proposals, contracts, banquet backlog, and P&L form.
- ❖ Secures deposits and rooming lists.
- ❖ Prepares faxes, letters, contacts, deposits, fact sheets, guest lists, etc., associated with the promotion, sales, and servicing of groups.
- ❖ Maintains files and databases and compiles lists of prospective customers for use as sales leads.
- ❖ Creates and sends email blasts to corporate, F&B sales, and email lists from computer database to create awareness and increase revenues in all departments of the hotel.
- ❖ Maintains active membership in organizations needed to attract business to the company.

Aramark (2009-2011)**Altria's Center for Research & Technology****Catering Assistant/Server****601 E. Jackson St.****Richmond, VA 23219**

- ❖ Catering Assistant and Server
- ❖ Setup/breakdown tables, chairs, linens, flatware, glassware, etc.
- ❖ Help prepare appetizers, main dishes, side dishes and desserts
- ❖ Serve meals to guests

- ❖ Wash dinnerware and clean equipment
- ❖ Take inventory of catering supplies
- ❖ Take temperatures of food and keep in log book
- ❖ Create production sheets for the kitchen on all catering orders
- ❖ Create function agendas for catering assistants and other staff

Aunt Sarah's Pancake House (2008-2010)

Hostess/Server

9010 Brook Road

Glen Allen, VA

- ❖ Serve meals to guests
- ❖ Prepare salads and desserts for guests
- ❖ Set tables and refill condiments as necessary
- ❖ Roll silverware
- ❖ Clean section of restaurant
- ❖ Seat guests as needed
- ❖ Check out/take payment from guests and give change as needed

Ukrop's Supermarket (2007-2008)

7324 Bell Creek Rd.

Mechanicsville, VA

- ❖ Cashier/Courtesy Clerk
- ❖ Check out groceries for customers
- ❖ Take payment and give change as needed
- ❖ Take groceries out to customers cars

Activities / Achievements:

- ❖ Coordinated Richmond Celebrity Golf Tournament with Virginia Sports Hall of Fame and Capital Health Area Network Research for Diabetes at Blandermill Country Club in September 2012
- ❖ Student at J. Sargeant Reynolds Community College
- ❖ Awarded Deans Lists Spring 2009 and Fall 2010 at JSRCC
- ❖ ServSafe certified from 2009-present
- ❖ Completed Catering and Hospitality Management Coordinated Internship
- ❖ Current member of Richmond Bridal Association
- ❖ Member of the Richmond Hispanic Chamber of Commerce

Education:

A.A.S. Degree Candidate; Hospitality Management

- ❖ Expected graduation: May 2014
- ❖ J. Sargeant Reynolds Community College; Richmond, VA

High School Diploma, June 2008

- ❖ Lee Davis High School; Mechanicsville, VA

References:

- ❖ Additional references available upon request.