

RENARD J. OWENS

463 North Doheny Drive, Beverly Hills, CA 90210
(310)779-3164
seasonalityla@gmail.com

SKILLS / TALENTS

Personable, detail oriented, and good conversationalist with excellent face-to-face and telephone communication skills. Analytical, outgoing, works well under pressure and is attentive to detail. Able to use social media tools.

COMPUTER SKILLS

Proficient in Data Entry, Microsoft Excel, Word, Office 2000, WordPerfect, Photoshop, LASSO, Galaxy and Star Guest.

WORK HISTORY

Kapture Vision **Irvine, CA**
Event Manager **08/13- Present**

- Management of all vendors day of event
- Producing and delivering end-to-end project plans
- Responsible for planning medium to large scale events and hospitality projects
- Allocating task to assigned resources to ensure that all projects are met

Hyatt Regency Century Plaza **Los Angeles, CA**
Group Sales Administrator **06/15 - 05/16**

- Adept at liaising with clients to determine their specific needs and formulating event plans
- Proven ability to maintain event calendars by employing a high level of accuracy and detail
- Hands on experience in proposing new ideas to improve event planning
- Facilitated the team in making all the event related arrangements

SoHo House **West Hollywood, CA**
Server/ Events **03/11- 4/15**

- Coordinate sales and marketing contracts for private dinning request
- Facilitate all aspects of private events from menu selections to room setup
- Organize seating arrangements and presentation materials for private dinning
- Communicate any special requirements to ensure guest satisfaction to other areas of management

Starwood Hotels and Resorts, "W Hollywood" **Hollywood, CA**
Whatever/Whenever Desk Agent **12/09- 07/10**

- Successfully processed night audit and all supporting credit settlements to balance the hotels' end of day.
- Processed Rate Schedule Reports for arrivals and all in-houseguest.
- Ensured pre blocked rooms and amenities
- Prepared boards daily to ensure that all talents were informed of VIP arrivals and any special needs guest.

The Marketing Directors, LLC, "Trump Towers Atlanta" **Atlanta, GA**
Sales Center Coordinator / Director of Hospitality **1/08 -10/09**

- Coordinate and perform a range of staff as well as operational support activities for the company
- Maintained client database for multiple developments
- Prepared weekly reports tracking traffic, sales and marketing sources
- Provided administrative/secretarial support for multiple condominium developments

EDUCATION

6/2007 – 8/2007 Barney Fletcher Real Estate
Pre-license Course
8/2001 – 6/2003 Clark Atlanta University
Mass Communications
8/2000 – 5/2001 Prairie View A&M University
Business Marketing

REFERENCES – upon request

Multiple ChoiceC1) Food is served on what side with what hand?

- a) On the left side with the left hand
- b) On the left side with the right hand
- c) On the right side with the left hand
- d) On the right side with the right hand

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d2) Drinks are served on what side with what hand?

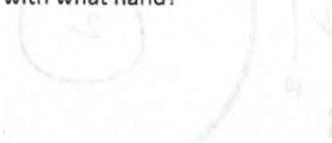
- a) On the left side with the left hand
- b) On the left side with the right hand
- c) On the right side with the left hand
- d) On the right side with the right hand

d3) Food and drinks are removed on what side with what hand?

- a) On the left side with the left hand
- b) On the left side with the right hand
- c) On the right side with the left hand
- d) On the right side with the right hand

a4) What part of a glass should you handle at all times?

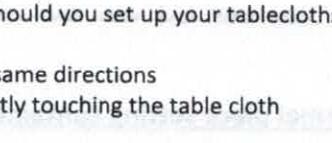
- a) The stem
- b) The widest part of the glass
- c) The top

d5) When you are setting a dining room how should you set up your tablecloths?

- a) Neatly and evenly across the tables
- b) The creases should all be going in the same directions
- c) The chairs should be centered and gently touching the table cloth
- d) All of the above

d6) If you bring the wrong entrée to a guest what should you do?

- a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
- b) Inform the guests that you will bring the correct entrée once everyone else in the dinning room is served
- c) Try to convince the guests to eat what you brought them
- d) Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

**Match the Correct Vocabulary**D Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

E Queen Mary

B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron)

A Chaffing Dish

C. Used to hold a large tray on the dining floor

B French Passing

D. Area for dirty dishware and glasses

G ~~B~~ Russian Service

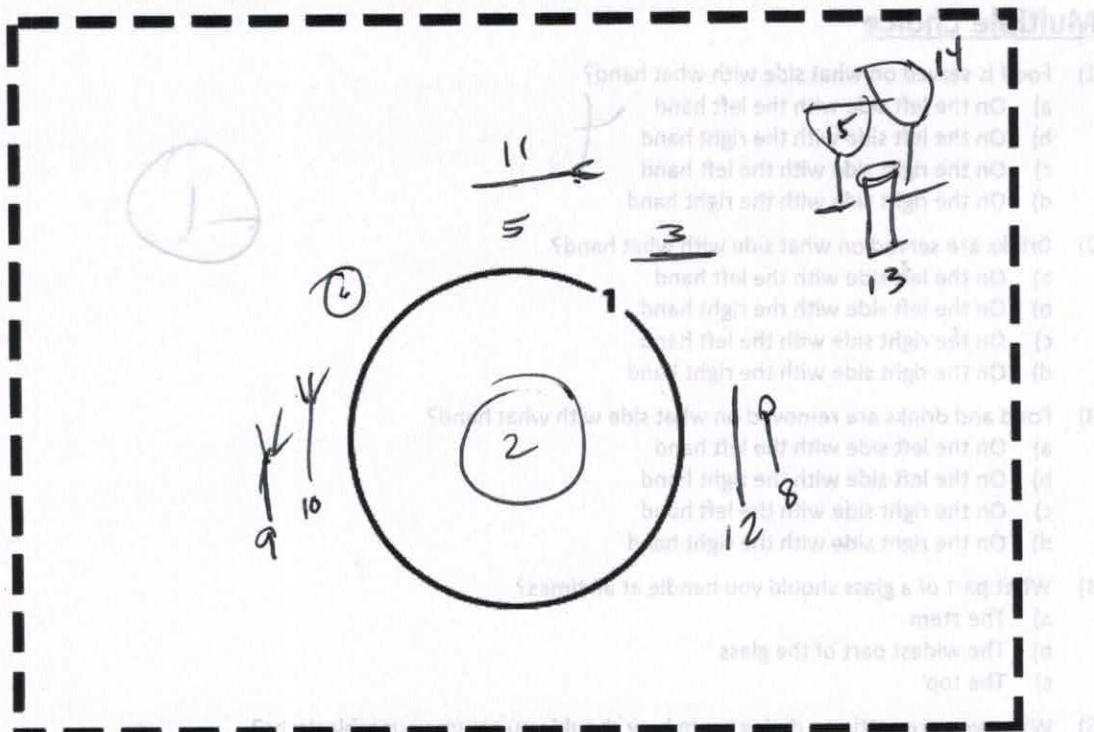
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

F. Used to open bottles of wine

C Tray Jack

G. Style of dining in which the courses come out one at a time

**Draw a formal place setting containing all of the following:**

1. Service Plate	7. Teaspoon	13. Water Glass
2. Salad Plate	8. Soup Spoon	14. Red Wine Glass
3. Bread Plate & Knife	9. Salad Fork	15. White Wine Glass
4. Napkin	10. Dinner Fork	
5. Name Place Card	11. Dessert Fork	
6. Tea/Coffee Cup & Saucer	12. Dinner Knife	

Fill in the Blank

1. The utensils are placed 1 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? milk, sugar, etc
3. Synchronized service is when: all entree are served @ the same time
4. What is generally indicated on the name placard other than the name? allergy / selection
5. The Protein on a plate is typically served at what hour on the clock? 6 o'clock
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? Alert the kitchen