

DERRICK WRIGHT

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Professional Experience

University of Texas at Dallas | Compass Group, Chartwells Catering
Richardson, TX

Catering and Banquet Supervisor

- Directed servers to complete catering and banquet service i.e. served events, buffets and receptions.

August 2018 – Present

Westin Hotel Downtown Dallas | Marriott International
Dallas, TX

In-Room Dining Server

- Quickly delivered food and beverage orders while maintaining food quality, temperature and presentation.
- Greeted guests in a friendly, welcoming manner and ensured the accuracy of guests' orders.
- Placed dining orders using the Micros POS System.
- Cooked and prepared overnight menu items.
- Interacted with guests to answer questions and resolve concerns.
- Maintained a clean and organized workspace including resetting and restocking for following shifts.

October 2017 – August 2018

University of North Texas | Retail Dining
Denton, TX

Food Service Supervisor

- Performed weekly inventory, ordering and receiving.
- Assigned team members to shift duties and oversaw five to ten employees per shift.
- Ensured that food was prepared to industry and brand safety and quality standards.
- Served over 600 covers daily.
- Trained new employees.
- Ensured cash handling procedures were followed.

August 2016 – August 2017

University of North Texas | University Union
Denton, TX

Building Manager

August 2014 – June 2016

- Monitored events and event set-ups working with facility teams and technicians to adjust the venue to client specifications.
- Identified and resolved immediate operation issues.
- Ensured the security of the student union and ensured building policies were followed.
- Completed daily reports on the state of the facilities.

University of North Texas | Verde Catering
Denton, TX

Catering and Banquet Supervisor

June 2014 – May 2016

- Trained and supervised a team of 25 servers.
- Supported management and hourly team members in customer experience and satisfaction.
- Motivated staff to increase efficiency and ensured hourly members were well versed in each event.
- Responsible for banquet setups and breakdowns including served events for 500 attendees and cook outs for 5000.
- Supervised game day buffets and private suites for 800 attendees.
- Developed strong relations with clients, increasing customer loyalty and positive feedback.

Education / B.S. Hospitality Management | University of North Texas | Denton, TX