**[Customer Service, marketing and event planning](https://www.postjobfree.com/resume/ad0862/customer-service-and-upper-marlboro-md)**

**Location:**Upper Marlboro, MD

**Posted:**November 18, 2023

**Contact Info:**

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**Resume:**

281-245-5172

taryn.fontenette@gmail.com

www.linkedin.com/in/taryn-fontenette

Upper Marlboro, MD;

Looking to relocate to California

C O N T A C T

P R O F I L E

H I G H L I G H T S

E D U C A T I O N

W O R K E X P E R I E N C E

Operationally Savvy

Master Multi-Tasker

Detail Expert

Menu Development

Bachelor of Science in Hotel

Administration

University of Nevada Las Vegas, NV

May 2011

Associate of Arts in Visual

Communications

Fashion Institute of Design &

Merchandising Los Angeles, CA

September 2006

Director of Catering and Conference Services

THE HOTEL at the University of Maryland, College Park, MD Oversee all phases of banquet/conference events and functions to include sales of function space, marketing, planning, servicing, and administrative functions Direct and track monthly/annual financial budget/forecast/results, monitor division expenditures, and prepare justification for budget variations, and project increases for new projects

Provide input into the research, development, evaluation, and implementation of new products, services, technologies, and processes

Effectively develop relations within the local community, state, and nationally to strengthen and expand customer base

Manage all NFL team logistics from contract phase to departure April 2023-Present

An accomplished sales strategist and solution-oriented professional with experience in Catering, Event Coordination, Logistics, and Operations. High level of customer service, thrive in challenging, fast-paced environments with solid organizational, leadership and decision making skills that can make an immediate contribution to your operations and business development. T A R Y N F O N T E N E T T E

C A T E R I N G A N D E V E N T S M A N A G E M E N T Director of Catering and Events

Odessa Marriott Hotel & Conference Center, Odessa, TX Managed full-time catering staff of four employees and assisted general manager with other on-site employees with leadership and development skills as needed Monitor competitor pricing, positing, strategies and data; maintain understanding of the dynamics of the local market and demand generators and present appropriate action plans to management and team.

Update the forecast on a weekly basis and make sure we meet budget requirements on a monthly and quarterly basis

Direct point of contact for all aspects of catering operations from client services, menu development/concepts, event design, client services, quality assurance, vendor relations, budgeting and costing, event planning and execution of events Responsible for event payment and reconciliation of every catering event. Marketing- Effectively develop and execute an appropriate marketing and ecommerce plan for the hotel in conjunction with the DOS

May 2021 -April 2023

Created new banquets menus along with holiday, baby shower, bridal shower, wedding and quinceanera packages; implement catering marketing plans to achieve revenue goals

Conceptualized and produced the annual Bridal and Quinceanera Experience, bringing in 23 vendors, over 300 attendees and generated 78 leads for the first show. Book group/catering events within the booking parameters, ensuring that sales progress seamlessly and accurately by following established process and procedures

Up-sell products and services, closing the best opportunities for the property based on market conditions and property needs

Catering Sales Manager

Odessa Marriott Hotel & Conference Center, Odessa, TX October 2020 - May 2021 281-245-5172

taryn.fontenette@gmail.com

C O N T A C T

C A T E R I N G A N D E V E N T S M A N A G E M E N T W O R K E X P E R I E N C E

E X P E R T I S E

P U B L I C A T I O N S

Proficient in Microsoft Word,

Excel, PowerPoint, Outlook

ISAC

LMS

Maximo

HotSos

Hotel Expert

Delphi (Salesforce)

Social Tables

CI/TY

FSPMS

Photoshop

Canva

CVENT

Knowland

Hotel Executive

Washington Business Journal

https://www.bizjournals.com/wa

shington/potmsearch/detail/sub

mission/6533920/Taryn\_Fonten

ette

https://www.hotelexecutive.com

/feature\_focus/7733/how-hotels-

can-elevate-group-meetings-and-

events-into-memorable-

experiences

Adjunct Professor-Consumer Arts Program: Hospitality Management Houston Community College, Houston, TX (online)

Develop and manage the course syllabus and ensure that the syllabus meets department and college standards

Plan and create lectures, class discussions and assignments Stay updated on innovations and changes within course field Course topics instructed: Introduction to Hospitality, Sales and Marketing, Hospitality Law, Conference Services Management, Special Events, Human Resources Management, Housekeeping Management and Facilities Management

January 2016-Present

Event Manager

CityPlace Marriott, Spring, TX (opened hotel Oct.1st) Managed and executed the President Donald J. Trump Victory Luncheon at a sister property in Odessa, TX

Build and manage CI (sales system), by inputting all hotel data in regards to meeting space, banquet menus, room set-up, service tax, sales tax, etc.; Design banquet and holiday menus

Assist in the planning of the Hotel opening with banquets, selecting equipment and hotel linens

Assist in the planning of the Hotel Grand Opening

Led site visits and pre-event meetings with clients to discuss the flow and overview of the event and identify any areas of concern with all department managers July 2018 - August 2020

Complex Senior Convention Services Manager

Sheraton North Houston and DoubleTree by Hilton, Houston, TX Work closely with client after booking to develop good working relationship, including letter of introduction, meeting planner materials, prompt response to calls and requests Managed detailed records of discussions with guests, including room accommodations, all meeting setups, food and beverage, transportation, etc. Calculate and propose budgets for planned events or meetings; Upsell to improve revenue generation on property; Assist in BCN forecasting Redesigned catering menus and coordinated with staff to create a cohesive, cooperative team committed to premium guest service and optimum profitability Conduct exit interviews with clients to solidify repeat business and distribute results. August 2015 - June 2018

T A R Y N F O N T E N E T T E

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Office Manager/Day of Coordinator/Bridal Show Coordinator Desi-gn Wedding Consultants, Houston, TX

Develop business relationships with show producers; manage booth needs per contract; Organize show schedule; manage and train bridal show teams Create and maintain detailed records of client's wedding budgets and company expenses; Create and maintain client binders, folders, boards and project folders to keep all the current information updated

Review contracts and proposals; Work closely with the Design team, clients and vendors to ensure that wedding planning and actual event execution runs flawlessly and exceeds clients' expectations.

Coordinated and planned over 100 cultural weddings at hotels and venues, from initial call to completion and follow up after the event

Managed events up to 1,000 guests and ensured the execution of services including but not limited to public/guest safety, cleanliness of facility, room set-up, power distribution, lighting, and air temperature

October 2012 - July 2015