

Christopher Burns
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Work Experience:

Jan 2019- July 2019 Park MGM
Las Vegas, Nevada
Title: Banquet Supervisor
Description:
Work directly with Banquet Managers on staffing ratios, room lay outs, menu implementation and operation of events as well as closely work with the Catering Manager regarding service of events
Review Banquet Event Order and understand the event as planned by the client and catering manager; create diagrams for events.
Prepare back of house strike sheets for events requiring equipment for service and prepare server assignments for each event
Communicate with support departments to finalize details relating to food, beverage, equipment, power and room set up for all responsible events; oversee the Banquet service staff and ensure they are following department, property and corporate policies and procedures.
Manage Human Resource responsibilities for specifically assigned areas; create and maintain a work environment that promotes client service, teamwork, performance feedback, individual recognition, mutual respect, and employee satisfaction ensure quality hiring, training, and succession planning processes that encompass the company's diversity commitment. Performs all other job related duties as requested.

2015-2019 Mirage Resorts
Las Vegas, Nevada
Title: Convention Setup Manager
Description:
Inspects each function room prior to the event to ensure that both the client's needs are fulfilled and the hotel standards are met.
Ensures Assistant Managers are aware of all incoming and current groups

Responsible for initiating and maintaining contact with each meeting planner (in-house) to ensure that all last-minute requests and changes are provided.

Creates and reviews daily worksheet and assigns specific duties to each banquet Houseperson.

Inspects each function room prior to, and during breaks to insure that all requirements reflected on the daily worksheets are met.

Specific hotel standards must also be fulfilled.

Meets daily with Banquets MOD and Events Concierge after he/she had met with OSC and gone over daily events, times and set ups and apply any changes to Set Up Worksheet as needed.

Communicates changes to appropriate departments.

Meets daily with Banquet MOD and new floor supervisor for shift turnover.

In coordination with the Banquet Manager, initiates appropriate disciplinary action for housemen who have committed infractions of the Rules of Conduct as stated in the Omni Hotels Associate Handbook. Uses appropriate forms for reporting disciplinary measures with the assistance of department director and ASC.

2006-2015

Mandalay Bay Resort and Casino

Las Vegas, Nevada

Title: Banquet Setup Assistant Manager

Description: Coordinates the set-up and breakdown of all conventions in the convention area. Informs employees of policies contained in the management policy manual and ensures compliance.

Education:

2010- 2015

UNLV

Las Vegas, Nevada

Major: Health Care Administration (Graduated B.S. HCA)

Internship:

2014-2015

Horizon Health and Rehabilitation Center

- Assist with enforcing policies, procedures and revising new policies to make sure the center is in full compliance with laws and regulations.
- Provide suggestions, recommendations related to operations, HR processes and special projects.
- Conduct meeting with staff
- Shadow multiple employees, work with them on variety of projects.
- Research and analyze data and processes for administrative purposes.

Computer Skills:

Microsoft Word
Microsoft Excel
Stratton Warren
Delphi

Microsoft Power point
Kronos
Coupa
Outlook

Awards:

Ten customer service Badges
Most developed employee Most Progressed employee

References:

Dolores Campuzano
Cell (702) 334-4786