

SUMMARY

Accomplished professional in the hospitality and tourism field • Strong academic and on-the-job training • Extensive experience in food and wine service in hotels, restaurants, and cruise ships • Solid customer service skills • Multilingual compelling negotiator with excellent oral, written, and public speaking communication skills in English and Turkish; familiar with Spanish • Solid customer service skills with a recognized inherent as well as a trained sense of empathy in understanding and dealing with the needs and desires of people of diverse cultures and backgrounds • Practiced computer literacy • Proven team leader with an established record of multi-task proficiency, creativity, resourcefulness, organizational command, and problem-solving know-how

EXPERIENCE

MOUNT WASHINGTON RESORT AT BRETTON WOODS • BRETTON WOODS, NH
Progressive increases in responsibility and position from 1987 to 2006 in the same national historic, landmark, 350-room hotel and resort complex located on 2,500 acres:

Manager 2002 to 2006

Managed the award-winning *FOUR DIAMOND*, main 730-seat dining room and banquet facilities that featured personalized service, elegant surroundings, musical accompaniment and a menu of culinary delights. Supervised an international staff of 50, coordinating directly with the chef, and working with clients in facilitating numerous banquets, weddings, corporate meetings, and special functions in ten different rooms. Administered the selection, ordering, and inventory control of beverages. Handled work schedules, payroll, and e-time documentation. Regularly participated in the recruiting and interviewing processes of new dining room personnel.

Captain 2000 to 2002
Oversaw 26 servers and 10 bussers.

Server 1997 to 2000
Facilitated all aspects of fine-dining service.

Accomplishments:

- Repeatedly commended for ensuring flawless, *FOUR DIAMOND* table service for banquet events, weddings, and individual diners.
- Credited with conducting informative training seminars in fine dining as well as wine and liqueur.
- Recognized for serving a key role in the achievement of a *FOUR DIAMOND* rating.

CELEBRITY CRUISE LINE • FORT. LAUDERDALE, FL April 1993 to April 1996
REGENCY CRUISE LINE • JAMAICA September 1989 to March 1993

Server
Worked on cruise ships during this period, primarily as a server and specializing in the supervision of flatware and condiment inventory.

MECCE HOTEL • ISTANBUL, TURKEY 1986 to 1987
Front Desk and Night Manager

AYDA HOTEL • ISTANBUL, TURKEY 1985 to 1986
Assistant Housekeeping Steward, Front Desk and Night Manager

TURKISH NATIONAL ARMY 1987 to 1989
Assistant to Colonel
Performed correspondence and scheduling and translated briefs from English to Turkish.

EDUCATION

HIGH SCHOOL DIPLOMA • DUZCE IMAM HATIP LISESI • DUZCE, TURKEY 1985

Attended a number of special training courses conducted by employers, industry consulting organizations, and educational institutions on such subjects as wine and beverage serving, the art of fine food presentation, customer service, operational management, maintaining and improving restaurant sanitation, sexual harassment, leadership, time and people management, using computer software, recruiting, training and interviewing prospective employees.

COMPUTER KNOWLEDGE

Demonstrated proficiency in the use of various restaurant and hotel software in addition to Delphi and MS Office.
