

# Natalie Castillo

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## **Education**

### **NIAGARA UNIVERISTY | LEWISTON, NY**

**EXPECTED GRADUATION MAY 2019**

- Bachelor of Science, Hospitality and Tourism Management
- Concentration in Tourism Destination Management
- Focus: Marketing and Management
- Minor: Spanish Language

## **Experience**

### **BANQUET SERVER | SATURN CLUB | BUFFALO, NY**

**NOVEMBER 2015 – PRESENT**

- Serves banquets ranging from 2 to 300 people.
- Works in both formal and casual dining.
- Serves à la carte meals and banquet events.
- Learned the distinctions of fine dining.

### **FOOD AND BEVERAGE INTERN | EVANSTON GOLF CLUB | SKOKIE, IL**

**MAY 2016 – AUGUST 2016**

- Created event function sheets on Microsoft Word as directed by the Catering Director.
- Responsible for scheduling of banquet/snack shop servers and bussers.
- Worked directly with service staff to successfully execute events as a team.
- Served as liaison between banquet service personal and other staff members.
- Held pre-function meeting with servers to ensure smooth, efficient service, assigns server stations and coordinates the timing of service.
- Performs other tasks as requested by the Food and Beverage Director, Director of Catering and General Manager.
- Helped with monthly inventory and statements.
- Assists with training new and current employees.
- Attends weekly Food and Beverage meetings.
- Fills in when necessary in any capacity and area of Food and Beverage.
- Involved in the overall banquet process from initial member/non-member contact, to menu implementation, to completion of said event.
- Developed floor plans and assist in running of member and non-member functions.
- Snack shop manager for the pool house.
- Worked as hostess or night manager for à la carte.
- Regularly inspected all front and back of the house service areas and equipment to assure that sanitation, safety, energy management, preventive maintenance and other standards for the department are met.
- Assured closing procedures were followed.

## **Activities/ Achievements**

- Club Managers Association of America, Niagara University Student Chapter, Student Member
  - Student Chapter of the Year (2008 – 2015)
- Bienvenidos Club, Community Service Chair
- Circle K Club, Student Member
- Niagara Nights, Student Member
- Niagara University Peer Mentor
- Tour Guide for Niagara University
- Niagara University Dean's List, Spring of 2015
- Recipient: New York State Hospitality and Tourism Association Scholarship

## **Certifications**

- CPR/AED - American Heart Association's Heart Saver Program Expires 2018
- TIPS - Training for Intervention Procedures for responsible service of alcohol Expires 2018