

# Natalie Castillo

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## **Education**

### **Niagara University | Lewiston, NY**

**Expected Graduation May 2019**

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

## **Experience**

### **Management Intern | Shoreacres Country Club | Lake Bluff, IL**

**May 2017 – August 2017**

- Worked directly with service staff to successfully execute events as a team.
- Served as a liaison between banquet service personal and other staff members.
- Performed other tasks as requested by the Food and Beverage Manager, Assistant Manager and General Manager.
- Assisted in training 5-8 new and current employees.
- Attended weekly Food and Beverage meetings.
- Filled in when necessary in any capacity in all of Food and Beverage areas.
- Worked as server, hostess, expeditor or night manager for à la carte.
- Assured opening and closing procedures were followed.
- Enhanced leadership skills, management skills and member relationship.
- Actively participated in both front and back of the house services.

### **Food and Beverage Intern | Evanston Golf Club | Skokie, IL**

**May 2016 – August 2016**

- Created event function sheets on Microsoft Word to help prep events and staff.
- Held pre-function meeting with servers to ensure efficient service, assigned server stations and coordinated service timing.
- Helped with monthly inventory and statements.
- Attended weekly Food and Beverage meetings.
- Assisted in the overall banquet process from initial member/non-member contact, to event completion.
- Developed floor plans and assist in running member and non-member functions.
- Worked as a snack shop manager for the pool house.
- 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 were met.

### **Banquet Server | Saturn Club | Buffalo, NY**

**November 2015 – Present**

- Work banquets, private parties, member events and club events ranging from 10 to 300 people.
- Work in both formal and casual dining.
- Learned the divisions of fine dining.

## **Activities/ Achievements**

- Club Managers Association of America, Niagara University Student Chapter, Student Member
  - Student Chapter of the Year 2014-2015 and 2015-2016
- Student Co-Director for Campus Tours at Niagara University
- Bienvenidos Club, Community Service Chair.
- Hospitality Tourism Association, Student Member
- Niagara University Dean's List: Spring of 2016, Fall 2016 and Spring 2017
- Recipient: Fred and Gertrude England Hospitality Education Foundation Scholarship  
Greater Chicago Chapter Club Managers Association of America Scholarship

## **Certifications**

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