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OBJECTIVE

To obtain a Sales position commensurate with my leadership skills, with opportunities for personal growth and development. This position must include new challenges and utilize my problem solving skills, adult training skills, and maintain my interest in this chosen career field.

PROFESSIONAL SUMMARY

I have experience in Sales and Service management in highly competitive markets in North Carolina, Southeastern Connecticut and New Orleans, Louisiana. The ongoing training and management of service staff are among my highest concerns, as well as fostering an environment of communication and teamwork. I find the greatest joy in delivering customer service that exceeds the client's expectations.

EXPERIENCE

My recent work experience has been varied, in an effort to learn new skills in new environments. The challenges have been very different from those of the Hospitality sector, and I have found that they rewarding and exciting.

Internet Sales Consultant/Administrator

Flow Automotive, Winston Salem, NC - September 2006- October 2007

Responsibilities have included New and Pre-owned Vehicle sales, Internet sales, and most recently held the position of Internet Sales Assistant. Duties included customer service, lead management and CRM platform maintenance.

Sales Consultant

Arnold Palmer Cadillac, Charlotte, NC - May 2006-September 2006

Co- Manager

Books a Million, Gastonia, NC - August 2005- May 2006

Catering Sales Manager

Mystic Marriott Hotel & Spa, Mystic, CT - December 2001 to August 2005

- Responsible for Sales of Social Catering events such as Weddings, Bar/Bat Mitzvahs, Proms, Social events and Corporate Holiday Parties. Such sales have exceeded one million dollars per year over the past two calendar years.
- Responsible for the Event Management phase of planning and detailing the events that I sell, as well as other events as assigned.
- Responsible for Marketing of Wedding and Prom markets by attending Bridal Shows and direct mail to local schools.
- Have created relationships with several local charitable groups to create annual fund-raising events on a long-term basis.
- Have been responsible for event management of the Waterford Hotel Group General Managers Conference for 2003 and 2004.

Catering Service Manager

Water's Edge Resort and Spa, Westbrook, CT - October 1999 to December 2001

- Responsible for service management of banquet functions including weddings, corporate conferences, and social events.
- Coordination of service in a fast-paced, high-volume environment with property-wide Banquet sales in excess of \$5 million per year.
- Additionally responsible for acting as substitute manager in dining room operations (breakfast, lunch, dinner, and "Sunday Brunch") and expediting kitchen activities.
- Requirements include hiring, training, and scheduling of banquet staff, payroll duties, management of banquet and dining room setup and service staff, dining room operations, and knowledge of 13 separate function rooms.
- Other areas of responsibility include ordering of various consumable supplies, and allocation of equipment and services outside the normal scope of Banquet activities.

Banquet/Sales Manager

Mystic Seaport Museum/Seamen's Inne, Mystic, CT - March 1998 to October 1999

- Responsible for booking and service management of banquet functions in the Seamen's Inne restaurant and Mystic Seaport grounds.
- \$1.5 million in sales per year including weddings, small conferences, clambakes, Steamboat Sabino cruises and social events.
- Managed restaurant staff during peak operations such as Easter, Mother's Day, and Thanksgiving buffets.
- Requirements included hiring, training, and scheduling of banquet staff, payroll duties, equipment/linen rentals and returns, active and passive sales skills, and knowledge of 7 unique function facilities on the 17-acre Seaport Museum grounds.

Head Waiter

Samuel's Restaurant, New Orleans, LA, March 1997- June 1997

- Responsible for overseeing the set up of the dining room, and supervising Host and Wait staff.
- Responsible for training all new Host and Wait staff.

Floor Manager

Fashion Café, New Orleans, LA, February 1996- March 1997

- Hired as Assistant Retail Manager, promoted to dining room Floor Manager.
- Responsible for Training and Supervision of all Front-of-House staff.
- June - August 1996: Part of Opening Staff for new location in London, England.

Supervisor & Trainer

Planet Hollywood, New Orleans, LA February 1995- February 1996

- Initial responsibilities included training and supervision of Retail staff, Retail Inventory control.
- Trained as Host, Bus, Wait and Bar Staff as part of MIT program.

EDUCATION - 1987 to 1990

Illinois Institute of Technology, Associate's Degree - Mechanical and Aerospace Engineering

RELATED SKILLS

Delphi Booking Platform, Spreadsheet Software, Calculator, Waiter, Bartender, Micros POS

I have maintained a website where I write about Productivity and New Media at <http://hdbizblog.com/blog>

In doing this I have learned quite a bit about Internet Marketing, Networking, and a small amount of HTML.

PROFESSIONAL DEVELOPMENT

Professional Selling Skills Certificate - 2002

Marriott Certified Wedding Professional - 2003

PROFESSIONAL AFFILIATIONS

Co-Chair, Groton Division, Chamber of Commerce of Eastern Connecticut, Inc.

Seat on Chamber Board of Directors, 2004

References available on request.