

Riley Chavez

Banquet Houseperson

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📍 Des Moines, IA 50309

STRENGTHS

- ✔️ **Event readiness**
Reads each BEO carefully, then checks room details before guests arrive. Small corrections prevent larger service problems.
- ♥️ **Calm service**
Busy turnovers stay orderly through clear priorities and steady communication. Captains could rely on consistent follow through.
- 😊 **Guest courtesy**
Responds warmly to questions and room requests. A calm answer often helped guests feel looked after.
- 📦 **Supply organization**
Keeps linens and setup materials easy to find. That simple habit helped teams start functions without avoidable delays.
- 🕒 **Flexible scheduling**
Handled days, evenings, weekends, and holidays in hotel operations. Adaptability became part of dependable service.

SKILLS

Reliability Composure

Customer service Banquet setup

Table settings BEO interpretation

Room resets Cleaning standards

Supply organization Food service

Guest relations Time management

Quality checks Team coordination

Professional grooming

LANGUAGES

English Native

Spanish Proficient

SUMMARY

Hospitality professional with three years supporting banquet operations, event setup, guest service, and food and beverage standards in hotel and conference environments. Converts **Banquet Event Orders** and room diagrams into accurate layouts with tables, chairs, linens, service stations, and guest ready details. Handles room upkeep, carpet care, vacuuming, breakdowns, **cleaning, resets**, and supply replenishment across multiple event turnovers. Reliable in 24 hour operations, with availability for day, evening, weekend, and holiday assignments. Maintains **composure** during high pressure functions, communicates courteously with guests and service teams, and completes quality checks before service begins. Organized linen practices and dependable follow through help banquet teams deliver polished spaces, smooth transitions, and consistent service standards.

EXPERIENCE

Banquet Houseperson

Riverbend Conference Hotel 📅 May 2025 - Present 📍 Des Moines, IA

Supports hotel banquet operations for weddings, meetings, and social functions. Interprets BEOs, prepares **event spaces**, manages turnovers, maintains supplies, and coordinates with captains and servers during busy functions.

- Translated **BEOs** into wedding layouts with accurate tables, chairs, linens, and service elements.
- Sequenced breakdown, cleaning, vacuuming, and resets across concurrent event periods.
- Organized linen rooms and replenished **banquet supplies** by scheduled function needs.
- Completed quality checks for **table settings**, aisle clearance, room appearance, and setup accuracy.
- Supported guest requests and **basic food and beverage service** alongside **banquet** servers.
- Covered day, evening, weekend, and holiday shifts during compressed event turnovers.
- Attended department training and maintained calm, courteous service during high pressure functions.

Event Setup Attendant

Cedar Hall Events Center 📅 September 2023 - April 2025 📍 Ames, IA

Supported meeting, reception, and banquet events from initial room preparation through final reset. Used diagrams, function requirements, supply tracking, and guest communication to maintain consistent presentation standards.

- Built meeting and banquet spaces from diagrams, written requirements, and seating configurations.
- Reset rooms by removing used materials, **vacuuming carpets**, and cleaning setup surfaces.
- Positioned service **tables** and beverage stations under banquet lead direction.
- Tracked **linens** and supplies, flagging shortages before upcoming weekend functions.
- Answered guest and organizer requests courteously, escalating room changes to event leads.
- Balanced overlapping evening setup deadlines while preserving accurate layouts and facility standards.
- Maintained **professional** appearance during guest facing event preparation and service support.

PROJECTS

Multi Event Turnover Coordination 📅 2025

Coordinated room breakdown, cleaning, supply staging, and reset sequencing across several scheduled banquet functions, keeping spaces ready for incoming guests and service teams.

Banquet Supply Readiness 📅 2024

Created a practical linen and supply routine for recurring events, giving setup staff clearer access to materials and earlier notice of shortages.

MY CAREER



● Banquet Houseperson at Riverbend Conference Hotel (1.4 Years)

● Event Setup Attendant at Cedar Hall Events Center (1.6 Years)

LEADERSHIP & AWARDS

- Recognized by banquet leadership for dependable room readiness during compressed event turnovers.
- Selected for consistent courtesy and professional presentation during guest facing functions.
- Praised for keeping linen and banquet supply areas orderly during busy schedules.

EDUCATION

Associate of Applied Science in Hospitality Management

Des Moines Area Community College 🎓 GPA: 3.5 📅 2023 📍 Ankeny, IA

Coursework: Banquet operations, food and beverage service, guest relations, event planning

CERTIFICATIONS

- ServSafe Food Handler 📅 2024
- CPR and First Aid 📅 2024

TECHNICAL SKILLS

- **Banquet Documentation:** Banquet Event Orders, room diagrams, function requirements
- **Event Setup:** Tables, chairs, linens
- **Room Operations:** Breakdown, cleaning, resets
- **Facility Care:** Carpet cleaning, vacuuming, surface cleaning
- **Supply Management:** Linen rooms, banquet supplies, replenishment
- **Food Service:** Table settings, beverage stations, food service
- **Guest Service:** Guest requests, organizer support, courteous communication
- **Quality Standards:** Presentation checks, aisle clearance, setup accuracy
- **Scheduling:** Day shifts, evening shifts, weekend shifts
- **Training Operations:** Department meetings, training sessions, service standards

PROFESSIONAL AFFILIATIONS

- Hospitality Management Student Association participant during associate degree studies.
- Conference and event service volunteer supporting organized guest experiences in central Iowa.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST