

Mark Thackery

302-8669 Heather Street, Vancouver, BC V6P 3S6

Tel: 604 362 3264 Email: mark@markthackery.com

PROFILE

Highly ethical with a good sense of humour and comfortable relating with a wide range of audiences. An effective listener and empowering leader who takes a proactive approach to engaging with individuals and teams. Great problem solver with an analytical and practical approach. Over 12 years of experience in customer service and management.

EXPERIENCE

Banquet Captain, BC Place Stadium, Vancouver, BC

September 2011-present

Ensuring the perfect execution of small and large dinners. Making sure food is presented well and service goes off without a hitch. Liaising with chefs and in charge of floor staff to make sure they are serving the clients in a speedy and friendly manner. Working with the event coordinators and hosts.

Catering Server, Rogers Arena, Vancouver, BC

September 2011-present

Serving food and beverages to box seat customers as well as performers/teams in a fast paced environment while keeping high standards of cleanliness and hospitality.

Onboard Attendant, Rocky Mountaineer, Western Canada

March 2011-September 2012

Providing first class passenger service for up to 70 guests per trip while providing entertaining and educational information. Meticulously following a schedule of service while still meeting individual needs. Handling cash and using a POS system.

Catering Service Manager, Jewel Ballroom, Vancouver, BC

January 2010-present

Banquet managing in a variety of different events and locations. Quickly and effectively adapting to new work environments and teams. Setting up/tearing down events. Taking the lead managing all staff. Working with event planners. Dealing with cash and liquor inventory. Training in sales.

Manager, Foxy's Bar, Albufeira, Portugal

May 2001-November 2008

Created and executed a new business plan for a family owned establishment. Repositioned the bar.

EDUCATION

Stand and Deliver, Vancouver, BC

- 2-day speaker workshop

Standard First Aid & CPR/AED, Vancouver, BC

- Level C

Food Safe, Vancouver, BC

- Level 1

Serving It Right, Vancouver, BC

Edexcel, Chesterfield, UK

- NVQ in Business Administration

SKILLS

Public speaking, Event planning, Entertaining and hosting, Bar-tending, Leadership, Problem solving, Attention to detail, Excellent customer service.