***Fatima (Fami) Raza Smojver***

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**EXPERIENCE**

**THE ROYAL SONESTA HOTEL – FOOD & BEVERAGE MANAGER (2023-PRESENT)**

Oversee the function of the restaurant, bar, coffee shop and in room dining to ensure excellent customer service and maximize revenue and profits to support overall hotel operations. Develop and implement cost-saving and profit-enhancing measures, review, and organize extraordinary guest experiences. Ensure that there is excellent coordination between the back and the front-house serving staff. Plan and assign daily workloads to outlet associates. Obtain customer feedback and recommend necessary outlet operational changes. Analyze and resolve problems in a timely and accurate manner. Provide support to the Banquet management team as needed.

**THE COMPASS GROUP – (THE FRIEDKIN GROUP) CATERING MANAGER/EVENT PLANNER (2023-2023)**

Planned and managed catering events for The Friedkin Group. Consulted with the clients to determine their catering needs and then facilitated all aspects of catering for the event. Ensured that the client’s needs were being followed through and completed before, during, and after the event.

**THE COMPASS GROUP (MEMORIAL HERMAN) – FOOD & NUTRITION SERVICES MANAGER (2022-2023)**

Directed the activities of associates in food & nutrition services during a specific shift & oversaw that assigned job expectations were being completed while policy & procedures were maintained.

**STAY AT HOME MOTHER (2014-2021)**

***OMNI HOTEL HOUSTON - GUEST SERVICES MANAGER (2012-2014)*** Provided leadership, supervision, coaching and training to guest service agents including scheduling, performance management, hiring and payroll.

**HUDSON HOTEL NYC - FOOD & BEVERAGE MANAGER (2009-2012)** Successfully operated two F&B outlets including restaurant and room service within the hotel. Developed marketing campaigns to increase guest covers while analyzing market demographics. Planned & executed BEO’s for booked events. Resolved food/beverage quality/service complaints, ensuring customer satisfaction and repeat business. Trained staff to enhance customer service and increase profits through suggestive selling.

**THE PIERRE FOUR SEASONS HOTEL NYC – EVENT PLANNER (2007-2009)** Worked closely with F&B Director in soliciting and booking of all events. Coordinated logistics between departments involved in presenting functions (including kitchen, service staff & bartenders). Responsible for insuring guest satisfaction by overseeing all details related to event design and completion.

**BRENNAN’S OF HOUSTON – EVENT COORDINATOR, MAITRE’D (2005-2007)**

Helped Event Manager organize private events for individuals and companies. Oversaw the set-up, execution, and clean-up of events. Also assisted in greeting guests & made sure all their needs were being met during their dining experience at the restaurant.

**LA GRIGLIA RESTAURANT - EVENT PLANNER (2004-2005)**

Met with clients to help establish their event/catering needs while staying within budget. Oversaw each event from the planning and preparation phase through to completion.

***EDUCATION: Bachelor of Science - HOTEL & RESTAURANT MANAGEMENT (University of Houston 1999)***