

**Chapter 10 Interpersonal Skills
Career Chatroom Career Profile**

**Ashley Flenard
Assistant Banquet Manager**

Q What do you do at work?

A My job entails assisting the banquet manager in daily tasks. These include weekly schedules, setting up, and breaking down bars as needed. I also write banquet checks, help in-room dining with daily tasks, and prepare and supervise the set up and breakdown of banquet and conference rooms. As assistant banquet manager, I am also in charge of creating a good rapport with each client. Knowledge of food and beverage is deeply desirable, as well as having strong organizational skills.

Q What was your first job in marketing?

A My first job in the food and beverage industry was at Rita's Water Ice while I was in high school. The job consisted of cleaning and serving water ice to the customers. As the job progressed, I knew that I wanted to eventually make the water ice and move up to a management position.

Q What skills are most important to you?

A Skills that I believe are very important to succeed are communication skills, being a team player, and networking. A fourth and most important skill to have while trying to achieve your dreams is being organized—from your desk to the room. Also, you must always be mentally prepared for what is going to happen next.

Q What is your key to success?

A The key to success is having a positive attitude and outlook on any situation. It will help to keep yourself and others upbeat—even in the stickiest situations.