

LuLu Zhang  
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Edmonton, AB  
Email: lulumcc205@gmail.com  
Phone: 780-952-6658

Dear Hiring Manager,

I am excited to apply for the role, with my many years of hands-on experience in event management, customer service excellence, and cross-functional collaboration align seamlessly with the needs of your team. With a proven track record of delivering memorable events and a passion for creating exceptional guest experiences, I am eager to contribute my skills to your organization.

Core Experience & Value Proposition

As an Event Planner with a background spanning private functions, banquets, and club operations, I have successfully managed events of varying scales—from intimate gatherings to 200-person celebrations—at institutions like The Faculty Club and Edmonton Country Club. My key strengths include:

- End-to-End Event Coordination: From initial client consultations (venue tours, menu planning) to contract issuance, onsite execution, and post-event follow-up, I ensure every detail aligns with client expectations. For example, at The Faculty Club, I streamlined booking processes for weddings and corporate meetings, maintaining a 95% client satisfaction rate through proactive problem-solving and timely communication.
- Team Collaboration & Service Excellence:

As a Banquet Supervisor and later Events Coordinator, I collaborated with culinary teams, vendors, and staff to deliver seamless experiences. At Edmonton Country Club (2019–2023), I supported banquet and bar operations, optimizing workflow during high-pressure events while ensuring compliance with safety and service standards.

- Member/Customer Relationship Management: I've built lasting relationships with over 2,000 club members and guests, resolving inquiries and conflicts with patience and professionalism. My ability to handle difficult situations—such as last-minute event changes—has been praised by colleagues and clients.

## Technical & Interpersonal Skills

- Tools & Systems: Proficient in Jonas

software, Microsoft Suite (Word/Excel/PowerPoint), and event management platforms. Experienced in data entry, cash management, and website maintenance.

- Multilingual Communication: Fluent in Mandarin and English, with basic Japanese skills, enabling me to engage diverse audiences and foster inclusive event environments.

Thank you for considering my application. I would be delighted to discuss how my skills and experience can support company's goals. Please feel free to contact me at your convenience to schedule an interview. I am available at 780-952-6658 or via email at lulumcc205@gmail.com.

Sincerely,

# LuLu Zhang

## Working Experience

2019-2023

Banquet Server & Spike Bar Server -  
Edmonton Country Club

- Provide professional service for banquets, events, and bar operations, ensuring high-quality guest experiences.
- Collaborate with event planning teams to coordinate setup, food/beverage service, and post-event breakdown.

- Handle cash transactions, maintain inventory, and assist with customer inquiries.

2009-2017

Private Function/Events Coordinator & Office Assistant - The Faculty Club, University of Alberta

- Manage bookings for private events (20–200 guests), including weddings, meetings, and celebrations.
- Provide event planning support: venue tours, menu consultation, contract issuance, and post-event feedback collection.
- Oversee member services (membership processing, monthly statements) and maintain club website/advertising.

- Handle daily operations: phone/email correspondence, cash management, and multi-tasking client support.

2005-2009

Hostess/Waitress/Banquet Supervisor/  
Bartender - The Faculty Club, University of  
Alberta

2004-2005

Housekeeping - Lister Center, University of  
Alberta (Part Time)

2004-2005

Food Court Cashier - West Edmonton Mall  
(Part Time)

## Education Background

2005-2008

Management Studies - Grant MacEwan  
College

2004-2007

English As Second Language - Faculty of

Extension, University of Alberta

2002-2004

International Student Program - English  
Entry Level - Metro Communication College

## Languages

Mandarin Chinese (Fluent), English  
(Fluent), Basic Japanese

## References

Erica Styles Food and Beverage manager  
at Edmonton Country Club

780-487-1150

Marilyn Baker Assistant Manager at  
Edmonton Country Club

780-487-1150

Brendan Robbins GM at The Faculty Club

780-492-4231

Tammy Schwandt Office Assistant The  
Faculty Club

780-492-4231

Debra Hooper

Past Accountant

780-416-2568 / 780-222-0783

Mandy Moon Events Manager at  
Edmonton Convention center

780-224-9173

## Hobbies

Fishing, Camping, Hiking, Snowboarding

