



# MICHAEL ANDERSON

## Senior Banquet Manager

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### SUMMARY

Distinguished Banquet Operations Executive with over 10 years of experience in orchestrating high-profile events and managing multifaceted banquet operations. Proven track record in enhancing guest satisfaction through meticulous attention to detail and innovative event planning strategies. Expertise in leading diverse teams, optimizing operational processes, and ensuring compliance with industry standards. Adept at negotiating vendor contracts and managing budgets to maximize profitability while maintaining exceptional service quality.

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### WORK EXPERIENCE

#### Senior Banquet Manager Grand Luxe Event Boutique

Jan 2023 - Present

- Oversaw all aspects of banquet operations, ensuring seamless execution of events for up to 500 guests.
- Developed and implemented training programs for staff to enhance service delivery and operational efficiency.
- Coordinated with culinary teams to design customized menus tailored to client preferences.
- Managed vendor relationships, negotiating contracts to secure favorable terms and pricing.
- Utilized event management software to streamline booking processes and track event timelines.
- Analyzed post-event feedback to identify areas for improvement and enhance future event planning.

#### Banquet Coordinator Luxury Events Group

Jan 2020 - Dec 2022

- Assisted in the planning and execution of over 100 large-scale events annually, maintaining a 95% client satisfaction rate.
  - Collaborated with marketing teams to promote events through social media and targeted campaigns.
  - Created detailed event timelines and checklists to ensure all logistics were meticulously planned.
  - Facilitated pre-event meetings with clients to align expectations and deliver tailored services.
  - Monitored event budgets, ensuring adherence to financial constraints while maximizing service quality.
  - Implemented feedback mechanisms post-events to gather insights and drive continuous improvement.
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### EDUCATION

#### Bachelor of Science in Hospitality Management, University of California, Los Angeles

Sep 2019 - Oct 2020

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### ADDITIONAL INFORMATION

- **Technical Skills:** Event Planning, Team Leadership, Budget Management, Vendor Negotiation, Customer Relationship Management, Quality Assurance
- **Awards/Activities:** Received the "Excellence in Service Award" for outstanding client feedback and service delivery.
- **Awards/Activities:** Increased banquet revenue by 25% year-over-year through strategic marketing initiatives.
- **Awards/Activities:** Successfully launched a new event package that resulted in a 30% increase in bookings.
- **Languages:** English, Spanish, French