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SKILLS

- Operational Excellence
- Client Engagement
- Budget Management
- Team Leadership
- Vendor Management
- Process Improvement

EDUCATION

BACHELOR OF ARTS IN EVENT MANAGEMENT, UNIVERSITY OF CENTRAL FLORIDA

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Increased event satisfaction scores by 30% through enhanced service protocols.
- Successfully executed a major corporate event that resulted in a 20% increase in client referrals.
- Recognized for outstanding leadership at the Annual Hospitality Awards.

Michael Anderson

BANQUET SERVICES MANAGER

Strategic Banquet Operations Executive with a strong focus on operational excellence and client satisfaction within the events industry. Boasting over 10 years of experience in managing banquet services and event logistics, with a proven ability to enhance service delivery and optimize processes. Skilled in leading teams and fostering a collaborative environment to achieve organizational goals.

EXPERIENCE

BANQUET SERVICES MANAGER

Elegant Affairs

2016 - Present

- Managed banquet services for high-end events, ensuring adherence to client specifications and timelines.
- Collaborated with culinary teams to curate menu offerings that catered to diverse guest preferences.
- Implemented process improvements that reduced event setup time by 25%.
- Trained and supervised banquet staff, fostering a culture of excellence and teamwork.
- Developed client proposals and event budgets, ensuring financial viability and client satisfaction.
- Facilitated post-event evaluations to identify successes and areas for improvement.

EVENT PLANNER

Premier Banquets

2014 - 2016

- Coordinated all aspects of event planning, ensuring alignment with client objectives and budget constraints.
- Managed vendor contracts and relationships to ensure quality service delivery.
- Utilized event management software to track event timelines and logistics.
- Conducted site visits to ensure venue suitability and logistical feasibility.
- Maintained communication with clients throughout the planning process to ensure satisfaction.
- Evaluated event outcomes to inform future planning and service improvements.