



Michael ANDERSON

EVENT SERVICES TRAINER

Strategic Event Services Trainer with a focus on enhancing guest experiences through comprehensive training programs. Demonstrated ability to evaluate training needs and implement tailored solutions that resonate with diverse audiences. Extensive experience in the hospitality sector, fostering a culture of service excellence and continuous improvement. Proven success in mentoring staff to achieve high performance and develop their professional skills.

CONTACT

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- 📍 San Francisco, CA

SKILLS

- Service Excellence
- Training Evaluation
- Workshop Facilitation
- Compliance Training
- Client Relationship Management
- Event Planning

LANGUAGES

- English
- Spanish
- French

EDUCATION

**BACHELOR OF ARTS IN HOSPITALITY
MANAGEMENT, UNIVERSITY OF
MICHIGAN, 2016**

ACHIEVEMENTS

- Increased training completion rates by 35% within one year.
- Recognized for exceptional performance in training delivery and staff development.
- Achieved a 20% increase in client satisfaction ratings through improved staff training.

WORK EXPERIENCE

EVENT SERVICES TRAINER

Premier Hospitality Solutions

2020 - 2025

- Developed and executed training programs focused on service excellence.
- Conducted needs assessments to tailor training to specific departments.
- Facilitated interactive workshops to enhance employee engagement.
- Evaluated training outcomes and provided actionable feedback.
- Collaborated with management to align training with strategic goals.
- Trained staff on compliance and safety protocols for events.

SENIOR EVENT PLANNER

Signature Occasions

2015 - 2020

- Oversaw event planning for luxury weddings and corporate functions.
- Managed client relationships to ensure satisfaction and repeat business.
- Trained junior planners on best practices and industry standards.
- Developed timelines and checklists to ensure organizational efficiency.
- Negotiated contracts with vendors to optimize costs.
- Conducted post-event reviews to assess success and areas for improvement.