

EVENT AND HOTEL MANAGEMENT

▪ Premiere Customer Service ▪ Passion for Excellence ▪ Proven History of Success

Over 20 years experience in the event management and hotel hospitality industry. Dedicated to providing high end, one of a kind service throughout the full cycle of customer engagement.

Areas of Expertise Include:

- Client Relationship Management
- VIP/Dignitary Client Management
- Event/Banquet Management
- Front and Back of House Logistics and Operations
- Cost Monitoring and Savings Strategies
- Lead Generation
- Team Management and Supervision
- Catering/Kitchen Management
- Staff Training
- Vendor Management and Contract Negotiation
- Photography
- Microsoft – Word, Excel

RELEVANT EXPERIENCE

Estate Inn and Banquet Facility, Anytown, CA

1996-present

- Supervised 35 various department staff members and contractors that included front desk, housekeeping, maintenance, food and beverage providers. Created a positive work environment while maintaining the highest level of customer satisfaction and service. Led weekly staff meetings to review all operations and event logistics.
- Managed all client relationships prior, during and after events. Ensured relationships and interactions with guests, staff, contractors and vendors was positive and professional at all times
- Hired all contractors and outside vendors (photographers, musicians, justice of the peace, clergy, and transportation) for events.
- Advised event host on menu and catering options plus wine/alcohol selection. Designed custom menus to accommodate special dietary needs and requests. Coordinated with Head Chef and placed final food order with a variety of grocers and vendors. Adhered to budget requirements while maintaining high level of product quality.
- Monitored activities and trouble shot for all issues that occurred before and during event. Handled VIP/diplomatic guests with discretion.
- Conducted tours of facility and reviewed sales packages with clients.

Main Street Bed and Breakfast, Sedateville, CA

1990-1995

Co-owner of 4 bedroom bed and breakfast that catered to the business traveler. Close to 100% occupancy year round.

- Expanded services beyond traditional lodging to include on-sight event services.
- Provided concierge services and welcoming social atmosphere to guests.
- Developed program for long term occupancy.
- Handled all breakfast meals and housekeeping services.

AWARDS AND RECOGNITION

- Articles about establishments published in various newspapers, wedding magazines, industry publications and restaurant reviews.

EDUCATION

ANYWHERE UNIVERSITY – ANYWHERE, CA

Master of Business Administration in Organizational Management | 1995

ANYPLACE STATE COLLEGE – FITCHBURG, MA

Bachelor of Arts | 1993