Convention Services Manager/Representative

ROBERT SMITH

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Objective

An energetic and results-driven Sales Manager with 10 years of successful new business development, competitive market share expansion, and customer relationship development.

Skills

Sales, Management, Customer Service.

Work Experience

Convention Services Manager/Representative

ABC Corporation - 1997 – 2004

- Coordinating convention details for In house departments including Accounting, Banquet Set-Up, Baquet Catering, Audio Visual.
- Ensure the maximization of event space and revenue generated from the event.
- Liaison between client, hotel and outside vendors and exhibitors.
- Prepared written Convention Meeting Requirements, Banquet Event Orders and Group Resumes.
- Conducted hotel site visits and planning meetings with convention meeting planners.
- Resolved quality and customer-related concerns to ensure guest satisfaction.
- Gather, sort and consolidate various details from coordinators and meeting planners and provide staff with accurate information.

Convention Services Manager

ABC Corporation - 1994 – 1997

- Personally scheduled, coordinated event details, and finalized billing for groups as small as 10 guests up to groups of 5,000 guests.
- First year personal sales volume - $2,800,000.
- Highest producer of catering sales 2012.
- Second year personal sales volume - $3,200,000.
- Highest producer of catering sales 2013.
- First and last point of contact for groups on-site, with efficient daily notes, and direct communication between group coordinators and property managers.
- Great attention to detail when creating banquet event orders and communicating the intricate needs of each group to the various department heads.

Education

Diploma - (Hannibal Senior High School)

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