



Eleanor Grey

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SUMMARY

Possess 9 years of experience and the ability to effectively manage and motivate high performance teams in the creation of innovative and unique guest experiences to achieve guest satisfaction. Skilled in the management of operations. Applies strategic insight when overseeing the implementation of procedures, operations, accounting and policies, and when encouraging the delivery of high quality standards. Exhibits profound knowledge in fine dining, food safety, and managing while keeping a keen eye for standards, quality and presentation.

SKILLS

- Post-Event Evaluation
- People Management
- Planning and Organizing
- Client Hospitality
- Social Perceptiveness
- Food Safety
- Problem Solving

EXPERIENCE

MEETINGS & EVENTS MANAGER

London, England — January 2012-present

- Planning, implementing, and delivering small, medium, and large scale events and hospitality projects.
- Overseeing the planning of live and virtual meetings and events.
- Defining the strategies and tactics to achieve event objectives.
- Developing a vendor network and negotiating contracts for catering and other event support services.
- Managing pre-event activities and post-event evaluations.
- Monitoring and controlling event budgets and preparing periodic management reports.
- Building strong, loyal customer relationships at a senior level within key customers.
- Developing F&B strategy and planning budget in my outlets.
- Bringing in more than £1,000,000 in revenue in 2019 alone.
- Achieving a 15% increase in retained functions and business profits compared with previous years, and the upselling of AT went up by 10%.

QUALIFICATIONS

- Level 2 & 3 Food safety and hygiene for supervisors 2020
- Level 2 HACCP 2020
- Mental Health and wellbeing resource Pack 2020
- Training of the fine dining course 2020
- Level 2 Award in food safety in catering 2019
- Level 2 Fire safety 2017
- Silver service training 2017
- Level 2 Award in wines and spirits 2016

ACHEIVEMENTS

- Member of the institute of hospitality organisation UK
- Level 2 Award in fire safety
- Employee of the Month – June 2016
- Employee of the year award, 2016
- Manager of the quarter award, 2019

REFERENCES

GM- Christian Hendry

General Manager, The XYZ Hotel

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