

Avonda Kucik

Banquet Captain

Profile

Employment History

Education

Details
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123 Magnolia Street, Jackson, MS 39201

Dedicated Banquet Captain with 2 years of experience in leading and managing events, ensuring exceptional guest satisfaction and seamless execution. Skilled in team coordination, venue setup, and catering management, with a strong focus on customer service and attention to detail. Proven ability to handle high-pressure situations and adapt to diverse event requirements.

Banquet Captain at Mississippi Gulf Coast Event Services, MS
Feb 2023 - Present

- Successfully managed a team of 25 staff members to execute over 100 large-scale events, including weddings, corporate functions, and fundraisers, resulting in a 95% client satisfaction rate.
- Increased overall efficiency by 20% by implementing new standard operating procedures, streamlining communication, and optimizing staff scheduling for all events.
- Boosted company revenue by 15% within one year by upselling additional services and customizing event packages to meet client needs and preferences.
- Received the "Banquet Captain of the Year" award in recognition of exceptional leadership, teamwork, and commitment to delivering outstanding client experiences at Mississippi Gulf Coast Event Services.

Assistant Banquet Captain at Taylor-Made Catering & Events, MS
Aug 2021 - Dec 2022

- Successfully managed and executed over 100 high-profile events in a year, including weddings, corporate functions, and galas, ensuring seamless service and positive client feedback.
- Increased overall client satisfaction rate by 25% within the first six months through effective staff training and implementation of new service standards, resulting in increased repeat business and referrals.
- Streamlined banquet setup and breakdown processes, reducing labor costs by 15% and improving overall efficiency, while maintaining the company's high standards for presentation and service.

Associate of Applied Science in Hospitality Management at Mississippi Gulf Coast Community College, Perkinston, MS
Sep 2017 - May 2021

Relevant Coursework: Hospitality Operations, Food and Beverage Management, Event Planning, Marketing and Sales, Financial Management, Human Resources, Customer Service, and Global Tourism.