

Pedro Limo

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Banquet Manager

PROFILE

- Strong technical and operational skills
- Strong organizational skills
- Experience in handling high volume
- Solid guest relations background

EDUCATION

- Pontific Universidad Catholic – Lima, Peru
BA – Business Administration, 1971.
- Business Administration Superior School – Lima, Peru

ADDITIONAL EDUCATIONS

- Professional Bartenders School of New England – Bartending, Bar Management, wine service and national alcohol awareness. By Commonwealth of Massachusetts Dept. of Education.
- Level One Certification, Basic Audio Visual. By MVP Audio Visual Institute.
- Renaissance Certificated Wedding Planner Program. By Marriott International Hotels Inc.
- Special Events Planning Certificated Program. By Northern Essex Community College, Haverhill, MA.
- Foundations of Leadership, Boston Marriott Cambridge MA.
- Marriott Interviewer Certification Training.
- Marriott International Green Meetings Certification Program
- Marriott Food Allergen Training Course.
- Global Food Quality & Safety Standards.

LANGUAGES SKILLS

- Fluent Spanish and Portuguese languages, written and spoken.

EXPERIENCE

WESTFORD REGENCY INN & CONFERENCE CENTER WESTFORD, MA OCTOBER 2016 – PRESENT

FOOD & BEVERAGE MANAGER

- Assist the Director of Food & Beverage, in operating and managing restaurant, room service and bar operations. Responsible for direct guest and employee's satisfactions.
- Prepare the inventory and control the liquor cost
- Managing all the events, oversee and have full communication with the Banquet Chef, timing and handling any changes we may have.
- Review all the BEOS and room set ups in advance to make sure to accomplish client requests and before staff arrivals.
- Provide excellent customer service, and serve as a role model to demonstrate appropriate behavior and provide service above and beyond expectations.

MARRIOTT INTERNACIONAL BOSTON MARRIOTT NEWTON, MA July 2006 – August 2016

BANQUET MANAGER

- Assisted the Director of Operations and the Senior Banquet Manager, in management the Banquet Department.
- Provided assignments to ensure team work and proper work load allocation for all staff members.
- Full communication with the Banquet Chef about the functions timing and any changes.
- Daily reviewed schedules for all events with Event Manager in charge of the group.
- Reviewed all BEOS and room sets prior to staff and client arrival.
- Empowerment to make decisions and offer alternatives to the guest.
- Maintained good professional relationship with the staff and other departments.
- Team player worked to meet goals, supported and acted in accordance with team decisions
- Opened and closed the Financial Operations Day.
- Prepared schedule for daily Events
- Prepared Payroll
- Prepared and checked Times Card punch in and out.
- Welcome, Assistance and Strong cooperation with all people in charge of the Group.

MARRIOTT INTERNACIONAL BOSTON MARRIOTT NEWTON, MA July 2003 – July 2006

ASSISTANT BANQUET MANAGER

- Coordinated all aspects of the room and facilities setup and food and beverage service.
- Maintained constant contact with the person in charge of the event and with the Banquet Chef, to ensure complete all function is in effective communication and proper development.
- Ensured all functions are posted correctly on the event in the lobby.
- Supervised banquet service staff (including servers, bartender, etc.). Assigned server stations and function side work duties, supervised service received by guests throughout each function.
- Responsible for proper setting of buffet tables and other food service tables used for catering functions.

- Ensured all scheduled functions take place on time and per plan. All rooms are to be ready 20 minutes before time on BEO.
- Prepared guest check, using accurate guest counts, and secured host authorization.

RENAISSANCE BOSTON HOTEL

BEDFORD, MA

BANQUET CAPTAIN

- Greeted and welcomed the contact person.
- Attended daily Banquet Event Order (BEO) meeting and coordinated plan to execute service per contracts.
- Coordinated performance of all banquet servers, with the Banquet Manager.
- Checked the room setup.
- Checked the coffee break setup.
- Supervised the bartenders, prepared the consumption, and the bar operation.
- Provided training for the servers about different kinds of buffet setup.
- Reviewed every day the Basic of the Day, and put in practice with examples.

RENAISSANCE BIRMINGHAM ROSS BRIDGE GOLF – BIRMINGHAM - ALABAMA - BANQUET CAPTAIN (TASKFORCE)

RENAISSANCE BOSTON HOTEL

BEDFORD, MA

BANQUET SERVER

- Responsible for provided food and beverage service to guests in all banquets functions.
- Supervised all setups and cleaning of the dining tables and buffets.
- Responsible for all setups and services of the coffee break stations. Also, supervised all the setup and serving the wedding tasting.
- Created and maintained a clean presentation to the station where assigned for, refilling water and coffee, always checked on the guest. Helping all my co-workers as team.
- Responsible for the bar when designed as Bartender.

CROWNE PLAZA HOTEL

WOBURN, MA

BANQUET SERVER

- Served menus items to guests in a prompt and courteous manner and per the banquet event order, times the service of courser to correspond with dining pace of the guests.
- Performed pre-and post-shift work, setup, condiments, etc.
- Cleared table after service. Remove trays of dirty dishes, silverware and glassware to dishwasher for cleaning.
- Responded to guest's inquiries and special requests promptly to ensure guest satisfactions, notified supervisor of guest's complaints or unusual situations.

RIO SHERATON HOTEL

RIO DE JANEIRO, BRASIL

FINANCIAL SUPERVISOR

- Responsible for all the accounting department, as well as collections process for all banquet functions.
- Directly responsible for all hotel cashiers, providing training and supervision, auditing and daily scheduling of the 15 (fifteen) cashiers assigned to the several restaurants in the hotel.

SAFRA RESTAURANTS AND CATERING SERVICE BRASILIA, DISTRICT FEDERAL, BRASIL COMMERCIAL MANAGER

(SAFRA RESTAURANTS it is also the private property restaurant whom the entire Congressmen have the meals daily)

- My primary duty was to coordinate the public relations process leading to the procurement of new accounts through a strong effort and to maintain the existing commercial and industrial catering accounts.
- Also, my responsibilities included the ongoing auditing of the food to all commercial customers to assure that the quality standards were met.
- I was directly involved in the preparation of the successful proposal (budget, menu) to become the caterer for the Brazilian National Congress.

PAN AM WORLD AIRWAYS/SCANDINAVIAN AIRLINES SYSTEMS - LIMA, PERU - PAN AM WORLD AIRWAYS LIMA, PERU ADMINISTRATIVE MANAGER/ASSISTANT ADMINISTRATIVE MANAGER

- Controlled of the Ticket Sales Office, my responsibilities were controlled for all financial systems; these include cash and credit transactions; sales and cash disbursement reports, the tracking of exchange rates for all foreign currencies.
- I prepared all accounting reports, tax documentation for the Peruvian Government and audits for submission to Corporate Headquarters in New York City, USA.
- I negotiated with local banks for currency exchange, loan and accounts rates.
- I was responsible for training and scheduling all counter and travel agents.
- Direct responsible to review the sales reports from travel agents and to send all found to the Corporate Headquarters in New York City, USA.
- Responsible for the reports of air fare tax activity and arranged the payment of fees to CORPAC, the Airport Administrative Office.

AWARDS

- **SPIRIT T TO SERVE MARRIOTT INTERNATIONAL, INC. AWARDS (12)**
 - **From February 2008 to May 2009**