Thomas Whitfield

Conference Services Manager

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SKILLS

Banquet Event Orders

Group Resumes

Delphi

Room Blocks

Contract Review

Food and Beverage

Excel

Client Relations

Attention to Detail

Communication Skills

EDUCATION

Bachelor of Science

12/2016

University of Texas at San Antonio

San Antonio, TX

Tourism, Hospitality and Event Management

CERTIFICATES

Certified Meeting Professional (CMP)

Events Industry Council

04/2021

ServSafe Food Protection Manager

National Restaurant Association

07/2023

SUMMARY

Conference services manager with 9 years in convention and conference hotels in San Antonio, managing 60+ group programs a year at a 1,000-room hotel. Writes banquet event orders and group resumes in Delphi, tracks room blocks in Excel and leads pre-convention meetings across 8 hotel departments. Known for careful contract review and steady client relations.

EXPERIENCE

Conference Services Manager

02/2022 - Present

Riverwalk Grand Convention Hotel

San Antonio, TX

Conference services manager at a 1,000-room hotel with 110,000 sq ft of meeting space.

- Manage 60+ group programs a year after contract, from 50-room meetings to 2,400-attendee conventions.
- Write banquet event orders and group resumes in Delphi, with **98%** of events running without a setup correction.
- Track room blocks, pickup and attrition in Excel, protecting $1.6M in group room revenue in 2025.
- Lead pre-convention meetings with planners and 8 hotel departments before every major group.

Conference Services Coordinator

05/2017 - 01/2022

Alamo Heights Hotel & Conference Center

San Antonio, TX

Coordinator at a 300-room conference hotel with 40,000 sq ft of function space.

- Coordinated 150+ meetings and banquets a year across 22 function rooms.
- Built room diagrams and AV orders with planners, cutting day-of changes by 35%.
- Sold food and beverage add-ons such as coffee breaks and receptions, adding $120K in catering revenue in 2021.
- Earned client survey scores averaging 9.4 of 10 through daily check-ins during each event.