

Soulaiman Bahalla
1329 4th street SE
Rochester, MN 55904

soulaimanbahalla@hotmail.com
720-626-6727

Summary

Organized and detail-oriented hospitality professional with 18 years of experience in event management, hotel operations, food and beverage operations, and catering sales.

- Efficient oral and written communication skills, customer service expertise
- Proven ability to create and implement strategic and tactical organizational initiatives to drive change and grow business.
- Expert at working under pressure, at multi-tasking, and at delivering results and projects on time
- Experience leading teams from different cultural backgrounds.
- Advanced knowledge of nine Property Management Systems: Delphi, Sales Force, Meeting Matrix, ISAC, Galaxy, Lightspeed, Timesaver and Kronos
- Proven track record of meeting and exceeding catering and banquets revenue budgets
- Proven track record of decreasing turnover and increasing guest satisfaction
- Language fluency in: Arabic and French

Experience

05/2022- present Chartwells Higher Education

Twin Cities, MN

Senior Director of Catering

At over 300 college & universities around the country, Chartwells Higher Education is re-inventing the on-campus dining experience. Chartwells Higher Education is challenging the norm and setting new standards by investing in high-tech, food-infused social spaces that bring people together to promote meaningful relationships and interactions. Chartwells is a food-forward difference maker, bound together by a desire to feed hungry minds and prepare students for success

Working as a Senior Catering Director with Chartwells at the University of Minnesota, I have catering responsibility for a variety of events. I manage a team of Catering Operations Directors and Catering Sales Managers, build client relations, along with ensuring the catering offered to our guests is of outstanding quality. My role is to provide innovative on-trend catering options for a variety of events. Chartwells leads the industry in culinary and catering innovation for higher education.

Key Responsibilities:

- Coordinate and oversee internal and external catering events
- Develop and maintain the catering marketing plan including a comprehensive event planning service to clients and detailed menu development
- Hire, train, and schedule catering staff, and be actively involved in the development of existing catering staff in-service techniques, menu presentation, policies, and procedures
- Ensure successful operations of catering functions including labor cost control, food cost control and preparation, transportation, setup, operation, and cleanup of all events

04/2018- 05/2022 Kahler Hospitality Group

Rochester, MN

Director of Catering and Conference Services

The Kahler Hospitality Group is a cluster of 4 hotels (The Marriott Rochester Mayo Clinic Area, The Kahler Grand Hotel, The Kahler Inn and Suites, The Residence Inn by Marriott) all located in downtown Rochester, MN in the Mayo Campus area with a total of 1,197 guestrooms and suites and 30,000 square feet of meeting space.

- Developed and implemented annual catering budget and specific marketing plans for assigned market segments.

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- Developed conference and convention services marketing plans, goals & strategies for department and each Catering and Convention Services Manager
- Implemented effective marketing plans for generating catering revenues; Worked closely with Group Sales to sell menus to meet the client's needs and maximize revenues.
- Prepared monthly forecast of sales and catering bookings and their effect on food and beverage
- Communicated all account information to hotel departments to ensure superior execution and customer service to clients.
- Solicited new and existing accounts to meet and exceed revenue goals through telephone prospecting, outside sales calls, site inspections and written communication.
- Identified trends, researched the competition's products, services and pricing to develop strategic business plans.

05/2011- 04/2018 Sheraton Denver Downtown Hotel

Denver, CO

Senior Meetings and Events Manager

- Established and maintained relationships with clientele to plan and manage events within a 133,000 square feet of meeting space and 1231 guest rooms and suites.
- Coordinated pre/post-convention meetings between clients, sales and operations personnel to strategize and/or review logistics of each event.
- Worked with sponsors and vendors to finalize floor plans, audio visual proposals and work orders, equipment set-up.
- Responsible for overseeing the creation, modification, and distribution of Event Orders to clients and staff, ensuring event requirements and requests are provided to all parties involved
- Coordinated all aspects of events including organizing site visits, condition location walk-throughs, contract and budget negotiation, room set-up, menu selection
- Planned and facilitated monthly team member meetings and daily pre-shift meetings
- Conducted behavioral interviews for potential department candidates
- Assisted with projects pertaining to upgrades and menu changes

04/04/2010-05/11 Al Areen Palace & Spa (5* / LHW)

Sakhir, Bahrain

Food & Beverage Director

Al Areen Palace and Spa is Five Star LHW resort, featuring 78 luxuriously appointed villas each with their own private marble courtyard, swimming pool and an open-air, heated jet-pool along with 20,000 square feet of meeting space and five outlets, including a fine dining restaurant.

- Full P&L responsibility, expense control, month end reporting methods, monitored the hotel's controllable cost, labor percentage, customer service, survey scores, food safety and quality. Prepared work schedules for managers and supervisors as well as payroll
- Lead a team of 95 and oversaw the culinary team, all outlets, Banquets, Catering and Convention Services Departments
- Directed, planned, and organized team members to ensure high customer satisfaction and conformity to service standards.
- Planned, facilitated, and documented monthly team member meetings and daily pre-shift meetings in addition to training and mentoring new and existing members in service procedures and upgrades.
- Participated in the preparation of the hotel's Food and Beverage promotion plans and executed specific promotional activities as directed.
- Built and maintained relationships with clients to create repeat business.

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07/06-03/10 Sheraton Denver Downtown Hotel
Convention Services Manager

Denver, CO

01/06-07/06 Millennium Hotel
Catering Sales & Convention Services Manager

Boulder, CO

03/04-07/15/05 Doubletree Hotel
Meetings and Conventions Manager

Portland, OR

08/03-03/04 Doubletree Hotel
Guest Relations Manager

Portland, OR

11/01-09/02 Atlantis Casino Resort and Spa
Quality Assurance Manager

Reno, NV

04/99-10/01 Flamingo Hilton
Assistant Front Office Manager

Reno, NV

Education

January 2021 Ecole Superieure de Rabat en Management et Ingenierie
Master's Degree (Strategic Management) **Online Degree**

September 2002 International House **Portland, Oregon**
CELTA (Certificate of English Language Teaching for Adults)

05/00-01/02 Career College of Northern Nevada **Reno, Nevada**
Associate Degree in Computerized Business Management

1989-1994 Mohamed 5th University **Rabat, Morocco**
B.A., Art and Humanities, Linguistics Major