

# Leann McCabe

Virtual Assistant

I am a certified and experienced wedding and events planner, with a high organisation and planning skill set built up from being in the industry for over 16 years. I work mainly with couples who live abroad, and in different time zones, and arrange all aspects of the event in Cape Town before they arrive.



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WORKING STYLE

## Skills and Experience

### Technical skills & Software tools

- ➔ MS Excel, Word & Gsuite
- ➔ Todoist
- ➔ Trello
- ➔ Slack
- ➔ Canva
- ➔ ChatGPT
- ➔ Shopify

### Professional skills

- ➔ General Administration & Organisation
- ➔ Email & Diary Management
- ➔ Documents & Scheduling
- ➔ Research
- ➔ Customer Service
- ➔ Event Planning

### Industry Experience

- ➔ Administration & Support Services
- ➔ Customer Service
- ➔ Entertainment & Event Management
- ➔ Hospitality

## Work Experience

Nov 2020 - Current

### Virtual Assistant

Outsourcery

Virtual executive assistant working remotely as office & administration support for companies in the UK & Netherlands and dedicated to a specific executive or team. Tasks include, but are not limited to:

- ➔ Email and calendar management.
- ➔ Data capturing.
- ➔ Customer service liaison.
- ➔ Brand influencer communication.
- ➔ Meeting & interview scheduling.
- ➔ Order fulfilment software on Mintsoft for e-commerce & API integrations.
- ➔ Shopify data management, product upload & order creation various administration tasks.

2020 - Current

### Social Media Content Creator

Various Clients

- ➔ Creation of social media content and posts for a Hospitality Recruitment company.
- ➔ Platforms include: Facebook, Instagram, LinkedIn and Google My Business.

2014 - Current

### Owner & Operator

Oh Snap! Photobooth

- ➔ Oh Snap! Photobooth is one of Cape Town's leading photobooth companies, that provides services to all areas in and around the Western Cape.
- ➔ The company was started in early 2014 and has been a part of over 4000 events to date, including weddings, corporate functions, gala events, reunions, team building, matric dances and birthdays. The photobooth takes photos of guests and instantly prints out photo strips on professional photo paper, using a dye-sublimation printer.

Jun 2013 - Jan 2014

### Groups & Events Conference Coordinator

DoubleTree by Hilton

- ➔ Meet with the clients to discuss their requirements for the conference / event.
- ➔ Advise and assist the client with arrangements and the planning of the conference / event with regards to table & seating layouts, flowers, audio-visual equipment such as data projectors, microphones, white screens & speakers, table linen, notepads, bottled water etc.
- ➔ Booking of venue spaces for clients within the hotel, and assisting with the correct amount of guests that each venue is able to hold comfortably with according to the guest count attending.
- ➔ Ensure that the kitchen can meet the conference/events requirements for the daily breaks.
- ➔ Arrange breakaway rooms for delegates wishing to hold private meetings or group meetings.
- ➔ Ensure that all events are profitable to the Hotel and sending out invoice for payment, and ensuring that payment is made within the allocated time period.
- ➔ Prepare and distribute the conference/event packs to all hotel departments, including, housekeeping, kitchen, F&B manager, GM etc.
- ➔ Communicate all changes to all relevant parties of any amendments/updates for the conference/event.
- ➔ Be present at large conference/events as a floor manager and ensure all requirements have been met for the clients.
- ➔ Co-ordinate all functions i.e. conferences, dinner dances etc. efficiently.
- ➔ Prepare seating plans, menus and anything which pertains to the function.
- ➔ Liaise with suppliers in respect of the conference/event requirements e.g. audio visual, linen, flowers etc.
- ➔ Booking of group accommodation for conference delegates attending any conferences booked at the establishment / block bookings.
- ➔ Book accommodation for group bookings / block bookings for groups.
- ➔ Group site inspections of the property.

Feb 2009 - May 2013

### Conferencing & Banqueting /Events Co-ordinator

Kelvin Grove Club - Western Province Sports Club

- ➔ Meet with the member to discuss their requirements for the conference/event.
- ➔ Advise and assist the member with arrangements and the planning of function eg. table & seating arrangements, décor arrangements, audio visual such as data projectors & white screens, microphones & speakers, linen, notepads etc.
- ➔ Ensure that the kitchen can meet the function requirements.
- ➔ Ensure that all events are profitable to the Club.
- ➔ Prepare and distribute the function documentation to all relevant parties.
- ➔ Inform all relevant parties of any changes for the function in particular numbers of guests attending events/ function.
- ➔ Be present at large functions and ensure all requirements have been met for the function.
- ➔ Co-ordinate all functions i.e. conferences, dinner dances etc. efficiently, and ensure that the venues are set up as required for the event - round tables, half moons, u-shape, cinema seating etc., as well as ensuring that delegates have notepads, pens, water etc. for the conferences.
- ➔ Prepare seating plans, menus and anything which pertains to the function.
- ➔ Arrange any Bridge bookings and occasional events at the Pavilion and Pool e.g. Jazz afternoons and Club Events.
- ➔ Liaise with suppliers in respect of function requirements e.g. audio visual, linen, flowers etc.
- ➔ Organise and follow up on Club functions and events i.e. Christmas and New Years Eve

2007 - 2009

### Conferencing & Banqueting /Events Manager

The Cape Milner Hotel

- ➔ Meet with the clients to discuss their requirements for the function.
- ➔ Advise and assist the client with arrangements and the planning of function eg. colour schemes, table layouts, flowers, audio visual linen etc.
- ➔ Ensure that the kitchen can meet the function requirements.
- ➔ Ensure that all events are profitable to the Hotel.
- ➔ Prepare and distribute the function documentation to all relevant parties.
- ➔ Inform all relevant parties of any changes for the function in particular numbers of guests attending events/ function.
- ➔ Be present at large functions and ensure all requirements have been met for the function.
- ➔ Co-ordinate all functions i.e. conferences, dinner dances etc. efficiently.
- ➔ Prepare seating plans, menus and anything which pertains to the function.
- ➔ Liaise with suppliers in respect of function requirements e.g. audio visual, linen, flowers etc.
- ➔ Communicate all changes in organised functions / events to the relevant departments.
- ➔ Financial forecasting & planning.
- ➔ Budget strategies.
- ➔ Proficiency in catering management software.
- ➔ Work closely with the F&B Managers.

## Education & Certifications



Higher Diploma in Hospitality Management

International Hotel School (IHS)



Certificate in Full Wedding Planning

SA School of Weddings



Online TEFL Course, Level 5 Diploma

The TEFL Academy



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