
SENIOR CATERING MANAGEMENT EXECUTIVE

Highly accomplished and respected catering professional experienced in catering, banquet services, event and meeting management and catering sales. Detail-oriented and results-driven with an ever-present dedication to provide exemplary service and exceed client expectations. Effective management style encourages a collaborative team effort creating a unique and rewarding experience for customers and building a loyal client base. Continually strives for excellence in all endeavors.

Menu, Theme, & Décor Planning ▪ Cost Reduction & Quality Control ▪ Contract & Proposal Development ▪ Forecasting & Financial Reporting ▪ Profit & Loss Management ▪ Staff Training & Supervision ▪ Operations Management

PROFESSIONAL EXPERIENCE

OVATIONS

Des Moines, IA

Catering Manager

2006-2008

Directed event operations for the four venue sports, entertainment, convention and expo complex. Managed and coached catering staff, including hiring, training, scheduling and payroll. Oversaw all aspects of event coordination and execution. Collaborated with sales managers and event managers to ensure a high level of catering service before, during and after events. Maintained communication with chefs and kitchen staff to guarantee special requests and that the timing of food services were met. Conducted all equipment maintenance and ordered new equipment when necessary.

Selected accomplishments:

- ❑ Reduced catering staff labor hours by 6%, lowering operations cost and maintaining profitability.
- ❑ Spearheaded the planning and implementation of events for 2008 Iowa Caucus, including celebration dinner for Barack Obama.
- ❑ Directed events for the Jefferson Jackson Dinner and Republican Party of Iowa.

HILTON TOLEDO

Toledo, OH

Director of Catering Sales

2004-2005

Managed the daily operations of the catering department including establishing and maintaining new accounts. Communicated with customers, vendors, managers, and staff to coordinate the set-up, execution, and teardown of catered events. Created and implemented budgeting plans to manage costs and enhance profit through strategic purchasing and consistent analysis of expenses. Trained and coached catering managers to effectively increase sales effort by 10%.

SERVICE SYSTEMS ASSOCIATES (Detroit Zoo)

Royal Oak, MI

Director of Concessions

2001-2004

Conducted large-scale event planning and food production and oversaw all facets of concessions operations including quality and cost control, purchasing, scheduling, financial management, equipment maintenance, repair and staff development. Oversaw full service restaurant with an extended menu and managed staff up to 100 in addition to 4 additional café style restaurants and specialty carts. Coordinated services and schedules with sub-contractors. Established job expectations for all concession areas and provided training for all employees. Simultaneously managed events at Belle Isle Nature Zoo.

Selected accomplishments:

- ❑ Secured \$3.5 million in concession sales and \$750,000 in catering sales.
- ❑ Exceeded financial expectations through diligent analysis of expenses and maximizing revenue opportunities.
- ❑ Ensured compliance with quality standards and event requirements, guaranteeing client satisfaction and enhance company reputation.

SELF EMPLOYED

Southfield, MI

Catering Consultant

1998-2006

Founded freelance consulting company, offering planning and execution of special events for corporate and private clients. Managed all aspects of business operations including consulting with clients to present and sell company services, planning events and budgets, and coordinating schedules.

Selected accomplishments:

- ❑ Created and launched company from the ground up earning an early reputation as a respectable business.

WYNDHAM HOTEL

Toledo, OH

Director of Catering/Sales

1996-1998

Trained staff to conduct outside sales calls and devoted more time to clients resulting in increased catering and event sales by as much as 25% per month. Established relationships with community organizations and businesses to promote company services and increase sales. Provided banquets and catering services for conventions, corporate meetings, and community/private events of all sizes and budgets including creating event themes, menus, and decorations.

Selected accomplishment:

- ❑ Directed a \$150,000 wedding, the most successful event in hotel history.
- ❑ Organized and directed events for Owens Corning, Chamber of Commerce, Toledo Opera Guild and BP Oil, establishing profitable business relationships.

ARAMARK-CHRYSLER TECHNICAL CENTER

Auburn Hills, MI

Catering Director

1995-1996

Oversaw all daily catering functions to create innovative events and deliver top-tier service that attained ambitious sales and profit goals 50% higher than the previous year while ensuring complete guest satisfaction. Utilized deep knowledge of varied international cuisines to develop menus and themes for all Chrysler Corporation special events. Communicated with staff at all levels to plan and prepare food and beverage items in compliance with all budget and scheduling requirements.

Selected accomplishments:

- ❑ Management events for Board of Directors meetings, Indianapolis 500 events, Concourse D'Elegance, National Dealers Council, and private events for executive-level management.
- ❑ Recipient of numerous commendations from corporate management for surpassing expectations.

CLEVELAND CONVENTION CENTER/DETROIT COBO HALL – OGDEN ENTERTAINMENT

Ohio/Michigan

General Manager/Catering Convention Services Manager

1989-1993

Coached staff of up to 400 in the planning and execution of events for up to 10,000 participants held at large scale facilities including Cleveland's 375,000 square-foot convention center and Detroit's 2 million square-foot Cobo Hall. Maintained financial-reporting, administrative functions, budgets, schedules, and expenses. Designed floor-plan layouts, menu selection, pricing, and event themes.

Selected accomplishments:

- ❑ Commendations for efficient, cost-effective management, professionalism, and menu excellence.
- ❑ Secured loyal customer relationship with the Mayor and city departments.
- ❑ Managed events for International Auto Show, Society of Automotive Engineers, Autorama and Detroit Boat Show.

PROFESSIONAL DEVELOPMENT

George Brown College

Toronto, Canada

Associates Degree in Food & Beverage Management

ServSafe Certification (2009)

Learn 2 Serve Certificate (2010)