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## **EXPERTISE SKILLS**

- event coordination
- team leadership
- menu development
- customer satisfaction
- data analysis
- sustainability practices

## **LANGUAGES**

- English
- Spanish
- French

## **CERTIFICATION**

- Bachelor of Arts in Culinary Arts, Johnson & Wales University

## **REFERENCES**

### **John Smith**

Senior Manager, Tech Corp  
john.smith@email.com

### **Sarah Johnson**

Director, Innovation Labs  
sarah.j@email.com

### **Michael Brown**

VP Engineering, Solutions Inc  
mbrown@email.com

# MICHAEL ANDERSON

## CATERING SERVICES MANAGER

Accomplished Catering Operations Manager with a robust background in the food service industry, specializing in high-volume catering and event management. Recognized for the ability to deliver exceptional culinary experiences while adhering to budgetary guidelines and operational protocols. Proven expertise in talent development, fostering a cohesive team environment that prioritizes service excellence.

## **PROFESSIONAL EXPERIENCE**

### **Eventide Catering**

*Mar 2018 - Present*

Catering Services Manager

- Managed catering services for over 300 events annually, ensuring high-quality delivery.
- Developed seasonal menus that highlighted local ingredients, enhancing guest experiences.
- Implemented training programs that improved staff performance and customer service.
- Coordinated with chefs to maintain consistency in food quality and presentation.
- Utilized customer insights to refine service offerings, achieving a 90% satisfaction rate.
- Streamlined supply chain processes, reducing costs by 20%.

### **Taste Buds Catering**

*Dec 2015 - Jan 2018*

Catering Supervisor

- Supervised daily operations for catering services, ensuring compliance with safety standards.
- Assisted in menu planning and budget management for client events.
- Monitored inventory levels and placed orders to maintain stock.
- Conducted staff training sessions to enhance service delivery skills.
- Established client relationships that resulted in repeat business and referrals.
- Managed event logistics, ensuring timely setup and breakdown of services.

## **ACHIEVEMENTS**

- Recipient of the 'Excellence in Catering Award' by the Local Business Bureau in 2020.
- Increased customer loyalty through innovative loyalty programs, achieving a 30% increase in repeat clients.
- Successfully executed a charity gala, raising over \$100,000 for local charities.