

# MICHAEL ANDERSON

Senior Catering Manager

- San Francisco, CA
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Accomplished Catering Operations Manager with a robust background in orchestrating high-profile events and managing large-scale catering operations. Expertise encompasses strategic planning, team leadership, and the execution of exceptional culinary experiences that exceed client expectations. Adept at fostering relationships with vendors, clients, and staff to ensure seamless operations and outstanding service delivery.

## WORK EXPERIENCE

### Senior Catering Manager | Gourmet Events Inc.

Jan 2022 – Present

- Developed comprehensive catering strategies that increased client retention rates by 30%.
- Oversaw a team of 25 catering staff, providing training and performance evaluations.
- Managed event budgets exceeding \$1 million, ensuring adherence to financial goals.
- Coordinated logistics for over 150 events annually, including menu design and venue selection.
- Established and maintained relationships with key suppliers, negotiating favorable terms and prices.
- Implemented a client feedback system that improved service ratings by 40%.

### Catering Operations Coordinator | Elite Catering Solutions

Jul 2019 – Dec 2021

- Assisted in the planning and execution of over 200 catered events per year.
- Collaborated with chefs to create innovative menus tailored to client preferences.
- Monitored inventory levels and coordinated supply orders to ensure operational readiness.
- Developed training materials for new hires, enhancing onboarding processes.
- Implemented health and safety protocols, resulting in a 100% compliance rating during inspections.
- Facilitated communication between clients and staff, ensuring clarity in event requirements.

## SKILLS

event planning

team leadership

budget management

vendor negotiation

menu design

client relations

## EDUCATION

### Bachelor of Science in Hospitality Management

2015

University of Culinary Arts

## ACHIEVEMENTS

- Recipient of the "Best Catering Service Award" in 2022, recognized for excellence in service delivery.
- Successfully increased annual revenue by 25% through targeted marketing initiatives.
- Led a team that achieved a 95% customer satisfaction score in post-event surveys.

## LANGUAGES

English

Spanish

French