**[Catering manager](https://www.postjobfree.com/resume/adtwt4/catering-manager-richmond-va-23223)**

**Location:**Richmond, VA, 23223

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**Resume:**

Carmen L. Cain

caincarmen45@yahoo.com 804-655-6034 Richmond, Va. 23223

Summary

Summary of Qualification: Strong organizational skills and able to manage multiple projects. Maintain quality service by enforcing quality and customer service. Analyzing and resolving quality and customer service problems. Detailed-oriented, hands on Administrative Professional. Over 30 year's customer service and information desk. Revamping of administrative functional filing system procedures. Conducting quarterly inventory inspections, regulating and obtaining weekly and quarterly gross profit percentages, while maintaining a high standard for sale activity. Training and supervising staff members, assigning work duties. Maintaining a safe, secure, and legal work environment. Conducting weekly safety and waste management meetings. Provided administrative office functions such as billing, payroll, faxing documents, handling disbursement, cash reconciliation, and credit card invoices. Processing expense reports, tracking sales progress, ordering supplies from local vendors. Also coordinating the submission of catering proposals. Head cashier, menu and event planner. Owner and operator of casual dining restaurant in 2012.

Skills

Applied skills:

Knowledge of

Microsoft excel, office, Windows 2000, and xp.

Experienced in payroll and billing.

Typing: 35-40 wpm.

CPR Certification

Bedside Care

Time Management

Attentive to People

First Aid and CPR

Documentation and Reporting

Care Planning

Team Collaboration

Medication Administration

Ability to Lift Clients

Sound Judgment

Activities of Daily Living

Household Cleaning

Personal Service

Client Safety and First Aid

Basic Housekeeping

Patient Advocacy

Decision Making

Friendly and Outgoing

Verbal and Written Communication

Relationship Building

Experience

Self Employed Services Richmond, VA

Elderly Caregiver

03/2021 - Current

Aided with mobility and independence for disabled individuals and continually monitored safety.

Coordinated patient care plans with doctors and registered nurses and communicated treatment steps to patients.

Laundered clothing and bedding to prevent infection.

Followed care plan and directions to administer medications.

Tracked and reported clients' progress based on observations and conversations.

Made beds, swept floors and sanitized surfaces to support activities of daily living.

Helped patients during ROM exercises to maintain musculoskeletal functions and increase strength.

Monitored vital signs and medication use, documenting variances and concerning responses.

Coordinated doctor appointments, exercise, recreation and family visits to maintain schedule.

Engaged with patients and families to provide emotional support and daily living instruction.

Planned and prepared nutritious meals and snacks to meet diabetic, low sodium and high protein diets.

Kept detailed records of patient care, progress, medication administration and changes in health or other conditions.

Liaised between doctors and patients about care plans, progress and changing health conditions.

Built strong and trusting rapport with clients and loved ones.

Coached patients on exercise at-home care, adjusting plans and schedules based on patient conditions, needs and overall health.

Changed bed linens, made bed and laundered soiled linens to keep patients' bed clean.

Assisted patients with mobility, closely monitoring conditions and safety.

Educated families and patients on potential plans for self care, including therapy and other options.

Assisted patients with bladder and bowel needs by helping to restroom.

Monitored health and well-being of clients and reported significant health changes.

Jimmy Cunningham Fort Lee, VA

Catering Administrative Assistant

08/2014 - 12/2021

Multitasked effectively to handle administrative, operational and customer issues for multiple upcoming events.

Supervised set up of conference rooms for corporate meetings and other events.

Handled incoming calls and directed callers to appropriate department or employee.

Worked professionally to handle client, vendor and public guest requirements.

Directed food delivery and presentation to maintain catering operations.

Customized menus and managed food preparation for special events.

Assisted customers with food selection, inquiries and order customization requests.

Prepared dishes for catering events or during high-volume shifts.

Utilized kitchen equipment according to manufacturer's instructions and company safety protocols.

Maintained cleanliness and organization of kitchen stations and storage areas.

Supported chefs in managing food preparation to achieve precise plating and presentation.

Reported food inventory and supplies to management to reorder and maintain adequate stock.

Boosted customer satisfaction by quickly addressing and resolving complaints with food or service.

Kept customer and food preparation areas clean and well-organized.

Followed recipes to cut, chop and combine correct ingredients and quantities to meet quality standards.

Verified proper portion sizes to consistently attain high food quality standards.

Restocked cupboards, refrigerators and service stations with new food items or supplies.

Cleaned and sanitized kitchen equipment, utensils and work stations.

Family Secrets Restaurant Richmond, VA

Restaurant Waitress

05/2012 - 04/2014

Satisfied customers by topping off drinks and offering condiments, napkins and other items.

Completed cleaning duties by sweeping and mopping floors, vacuuming carpet and tidying up server stations.

Greeted customers, answered questions and recommended specials to increase profits.

Arranged place settings with clean tablecloths, napkins and tableware to prepare for incoming guests.

Operated POS terminals to input orders, split bills and calculate totals.

Provided exceptional service to high volume of daily customers.

Communicated with hosts, bussers and kitchen staff to prepare for and serve customers.

Promoted desserts, appetizers and specialty drinks to optimize sales.

Prepared salads, appetizers and garnishes to assist kitchen staff.

Developed rapport with guests and assisted in generating repeat business by providing exceptional customer service.

Enforced minimum age requirements for consumption of alcoholic beverages by checking identification.

Displayed enthusiasm and knowledge about restaurant's menu and products.

Greeted newly seated guests quickly and efficiently.

Carefully transferred orders from kitchen and bar areas to tables and cleared plates as patrons finished food and beverage items.

Prepared and served cold, hot and meals and beverages to guests.

Monitored customer movements and quickly cleared empty tables for future customers.

Explained menu options to guests, offered suggestions and took orders for food and beverages.

Requested photo identification from patrons ordering alcoholic beverages to verify legal age of consumption.

Led team in carrying out day-to-day tasks with customer service program in mind.

Circulated within assigned areas to assess and address customer needs, effectively prioritizing tasks during peak hours.

Entered customer food orders into computer system.

Rearranged tables and chairs, located or rolled extra silverware and glasses to prepare for large groups.

Sent orders to kitchen staff by POS system.

Checked with guests to get feedback on food served, resolve issues, bring additional items and refill beverages.

Processed customers' payments and provided receipts.

Successfully balanced plating dishes and serving seamlessly without sacrificing work quality.

Maintained polite and professional demeanor to patrons to encourage inquiries and order placements.

Loaded supplies and food into delivery vans and unloaded at events.

Set up and tore down all catering services in banquet halls and at customer locations.

Kept customer and food preparation areas clean and well-organized.

Wrapped silverware efficiently and organized napkins for up to 100 guests.

Managed and restocked drink stations.

Set up trays and plate to situate food at venues.

Served food to over 100 customers per shift.

Reviewed food preparation to monitor cooking procedures and creation of special orders.

Engaged pleasantly with patrons and delivered information on beverage specials to encourage positive dining experience.

Communicated with event coordinators to verify accommodation capacity for larger parties.

The Scoe Cafe ( Jimmy Cunningham) Fort Lee, VA

Assistant Manager

06/2010 - 12/2012

Mentored staff to enhance skills and achieve daily targets, using hands-on and motivational leadership.

Enforced company policies and procedures to strengthen operational standards across departments.

Directed and led employees, supervising activities to drive productivity and efficiency.

Implemented training processes for newly hired employees and supervised department managers, shift leads and production personnel.

Delegated daily tasks to team members to optimize group productivity.

Collaborated with store manager to develop strategies for achieving sales and profit goals.

Led employee performance evaluations and rewarded top performers to retain quality personnel.

Secured revenue, accurately monitoring transactions and deposits to eliminate discrepancies.

Completed inventory audits to identify losses and project demand.

Initiated inventory control measures to manage and replenish stock, maintain cost levels and meet customer demand.

Monitored cash drawers in multiple checkout stations to verify adequate cash supply.

Supervised receiving and stockroom activities to identify opportunities with inventory and prevent shrinkage.

Handled over $5,000 in funds each day in fast-paced retail environment.

Coordinated work schedules and distributed tasks to six employees in kitchen department.

Assessed business expenditures and financial trends to implement realistic company budgets.

Developed and mentored team members to provide hospitable, professional service while adhering to established service models.

Coordinated with staff to clarify information and enforce procedures resulting in effective problem solving and smoother operations.

Provided leadership, insight and mentoring to newly hired employees to supply knowledge of various company programs.

Coached staff on strategies to enhance performance and improve customer relations.

Delegated work to staff, setting priorities and goals.

The Healthyway Cafe (Jimmy Cunningham) Richmond, VA

Manager

01/2009 - 06/2010

Completed reports outlining meal numbers, service efficiency and various contributing costs.

Established and managed effective controls for labor and inventory costs.

Reconciled daily transactions, balanced cash registers and deposited restaurant's earnings at bank.

Trained and mentored up to 10 new employees each quarter.

Reduced food waste by overseeing and planning ingredients, anticipated customers and popularity of items.

Prepared and led food service training programs to teach staff various tasks.

Priced and ordered food products, kitchen equipment and food service supplies.

Adhered to company food, safety, quality and sanitation policies.

Supervised staff preparing and serving 300 meals per day.

Responded to customer concerns efficiently, accurately and with detailed information.

Minimized loss and misuse of equipment through proper restaurant supervision and staff training.

Consistently maintained high levels of cleanliness, organization, storage and sanitation of food and beverage products to ensure quality.

Obtained highest rating from county health department year over year.

Executed hands-on preventive maintenance and repairs to keep equipment functional.

Developed and implemented strategies to enhance team performance, improve processes and boost results.

Purchased food and supplies according to department needs.

Trained workers in food preparation, money handling and cleaning roles to facilitate restaurant operations.

Education and Training

Ashford University Clinton, Iowa, Va

GED in Business Management

01/2006

Received three years of hands on training as an Administrative Professional under the leadership of Retired Staff Sergeant Major Jimmy Cunningham, Fort Lee

Accomplishments

Certificate of Appreciation from The United States Combined Arms Command and

Sustainment Center of Excellence, Fort Lee Virginia

Coin of Excellence from Retired Sargent Major Cunningham,

Fort Lee Virginia

Servesafe certification, Richmond, Virginia (expired)

Certifications

Caregivers Certification Training - 2019

ServSafe Managers certification

Managers Food Service handlers Certification