

Vivian Pearson

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SUMMARY

Catering and hospitality professional with seven years coordinating university, conference, corporate, and community events from initial consultation through post event review. Plans menus, budgets, staffing, **schedules**, room setups, service details, vendor coordination, and follow up while balancing guest needs with financial controls. Supervises service teams through recruiting support, assignments, coaching, training, and live event direction. Partners with culinary leaders on practical menus, guest feedback, ingredient availability, sustainability, and waste reduction. Applies HACCP, IDPH aligned **food safety**, sanitation, safety, and responsible alcohol service practices. Maintains accurate correspondence, evaluations, **training materials**, cost records, and operational reports. Collaborative communication and steady judgment help create reliable service, strong client relationships, and sound **revenue opportunities**.

EXPERIENCE

Catering Operations Coordinator, Institutional and Corporate Events March 2023 - Present
Prairie Table Hospitality *Bloomington, Illinois*

Owns planning and execution for institutional and corporate catering, connecting client consultation, **menu development**, staffing, financial review, culinary coordination, service leadership, compliance, records, and repeat business opportunities.

- Translated client requirements into **menus**, staffing plans, timelines, room setups, and production details.
- Reviewed labor assignments, food costs, estimates, and final charges with operations leadership for budget control.
- Directed service leads and hourly staff through briefings, assignments, floor guidance, coaching, and event feedback.
- Shaped menu revisions with culinary leaders using guest feedback, ingredient availability, practicality, and lower waste.
- Applied **sanitation**, HACCP, **food safety**, and responsible alcohol service practices during preparation and execution.
- Maintained **correspondence**, **evaluations**, training references, operating records, and follow up opportunities for repeat business.

Catering Supervisor, Conference and Community Events June 2020 - February 2023
Heartland Conference Center *Peoria, Illinois*

Supervised catering operations for meetings, receptions, banquets, and community functions, guiding service teams, schedules, training, client resolution, cost **records**, sanitation, safety, and alcohol service.

- Directed meetings, receptions, banquets, and community events with culinary and venue teams.
- Built staff schedules around guest counts, service styles, room needs, and employee readiness.
- Trained employees on **setup**, guest interaction, sanitation, food handling, service sequence, and breakdown procedures.
- Resolved live event concerns through clear communication, practical adjustments, and timely client updates.
- Tracked labor, supplies, service notes, and **client feedback** for management cost review and future planning.
- Enforced housekeeping, sanitation, **HACCP**, safety, and alcohol service procedures across event operations.

Catering Service Lead, University Events August 2019 - May 2020
Campus Culinary Services *Normal, Illinois*

Led supervised service teams for university meetings, student events, receptions, and academic functions while building practical expertise in institutional catering, event preparation, **food safety**, guest service, and follow up.

- Led small service teams for university meetings, student events, receptions, and academic functions.
- Converted event sheets into setup plans, service assignments, equipment needs, and breakdown tasks.
- Coordinated meal timing, dietary notes, replenishment, and presentation with kitchen personnel.
- Guided newer employees through food handling, sanitation, guest service, and cleanup under supervisor oversight.
- Recorded attendance changes, unused product, service issues, and client observations for event follow up.
- Supported evening and weekend functions, building practical experience in high volume institutional catering.

PROJECTS

Campus Sustainable Menu Refresh 📅 2026
Gathered guest feedback with culinary leaders, reviewed ingredient availability, and shaped lower waste menu options for institutional events.

Conference Service Readiness Program 📅 2023
Created practical training references covering setup, service sequence, sanitation, guest interaction, breakdown, and event recordkeeping for service teams.

LEADERSHIP & AWARDS

- Recognized by operations leadership for dependable coordination across complex institutional and corporate catering events.
- Selected to guide service teams during high volume university functions, supporting consistent guest care and smooth execution.

- Trusted by culinary and venue partners to resolve live event concerns with calm, practical decisions.

EDUCATION

Bachelor's Degree in Hospitality Management

2020

Illinois State University GPA: 0

Normal, Illinois

Coursework: Food service management, catering operations, menu planning, hospitality finance

CERTIFICATIONS

- BASSET Certification 📅 2026
- ServSafe Manager 📅 2025

TECHNICAL SKILLS

- **Event Planning:** Event timelines, room setups, service logistics
- **Food Service Operations:** Institutional dining, banquet service, catering execution
- **Staff Scheduling:** Labor allocation, shift planning, duty assignments
- **Menu Development:** Menu planning, culinary collaboration, sustainability
- **Cost Management:** Food costs, labor costs, estimates
- **Food Safety:** HACCP, IDPH regulations, ServSafe
- **Sanitation Practices:** Sanitation procedures, safe food handling, housekeeping
- **Alcohol Service:** BASSET Certification, liquor licensing, responsible service
- **Training Materials:** Staff training, operating references, service coaching
- **Records and Reports:** Correspondence, evaluations, cost records
- **Customer Service:** Client consultation, guest relations, issue resolution
- **Vendor Coordination:** Vendor relationships, supply coordination, ingredient availability

SKILLS

- | | | | |
|---------------------------|--------------------|-----------------------------|--------------------|
| • Catering Event Planning | • Labor Scheduling | • Sanitation | • Training |
| • Food Service Management | • Cost Analysis | • Food Safety | • Recordkeeping |
| • Staff Supervision | • IDPH Regulations | • Liquor Service Compliance | • Customer Service |
| • Menu Development | • HACCP | • Project Management | |

PROFESSIONAL AFFILIATIONS

- Illinois State University hospitality community, supporting continued connection with campus dining and event professionals.
- Local catering and hospitality network, sharing practical service ideas with culinary, venue, and event colleagues.

LANGUAGES

- English (Native)
- Spanish (Beginner)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST