

# Vivian Pearson

## Catering Event Coordinator, Dining Services

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📍 Bloomington, IL 61701

### STRENGTHS



#### Event Coordination

Turned client conversations into clear menus, schedules, staffing plans, room setups, and service details for smooth execution.



#### Team Supervision

Led briefings, assignments, coaching, and floor direction during busy functions. Newer staff often looked for practical guidance.



#### Client Service

Resolved live event concerns with calm updates and workable adjustments. Clear communication helped protect trust during pressure.



#### Food Safety

Applied HACCP, sanitation, food handling, safety, and alcohol service practices throughout preparation, service, and breakdown.



#### Financial Stewardship

Reviewed labor, food costs, estimates, and final charges with leaders. Careful records supported sound decisions and repeat business.

### SKILLS

Catering Event Planning

Food Service Management

Staff Supervision

Menu Development

Labor Scheduling Cost Analysis

IDPH Regulations HACCP

Sanitation Food Safety

Liquor Service Compliance

Project Management Training

Recordkeeping Customer Service

### 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

Prairie Table Hospitality 📅 March 2023 - Present 📍 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

Heartland Conference Center 📅 June 2020 - February 2023 📍 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

Campus Culinary Services 📅 August 2019 - May 2020 📍 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.

LANGUAGES

|         |          |
|---------|----------|
| English | Native   |
| Spanish | Beginner |

MY CAREER



- Catering Operations Coordinator, Institutional and Corporate Events at Prairie Table Hospitality (3.6 Years)
- Catering Supervisor, Conference and Community Events at Heartland Conference Center (2.7 Years)
- Catering Service Lead, University Events at Campus Culinary Services (9 Months)

- 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

Illinois State University 🎓 GPA: 0 📅 2020 📍 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

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.

## ADDITIONAL INFORMATION

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

## REFERENCES

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AVAILABLE ON REQUEST