

Catherine Norman

Head Cook

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 Springfield, MO 65807

STRENGTHS

-  **Team Leadership**
Fostered a cooperative environment that led peers to frequently turn to me for support and problem-solving insights.
-  **Customer Service Excellence**
Recognized for consistently exceeding guest expectations, resulting in repeat clients and heartwarming reviews.
-  **Menu Development**
Crafted numerous seasonal menus attuned to guests' diverse tastes, gaining notable positive feedback.
-  **Food Safety Knowledge**
Observed rigorous food handling protocols, solidifying my role as a reliable key player in preventing unsafe practices.
-  **Training & Development**
Guided new hires through comprehensive training, equipping them with essential skills for kitchen success.

SKILLS

- Culinary Skills Menu Development
- Food Safety Customer Service
- Dietary Accommodations
- Inventory Management
- Team Leadership
- Cooking Techniques
- Quality Assurance Event Catering
- Waste Management
- Volunteer Coordination
- Guest Relations
- Sustainability Practices
- Training Programs
- Facility Management

SUMMARY

Dedicated culinary professional with over 5 years of comprehensive experience in food service and large-scale meal preparation. Proven ability to manage kitchen operations effectively while ensuring high standards of food safety and customer service. Strong background in creating diverse meals catering to various dietary needs. Skilled in fostering a collaborative team environment, training staff, and enhancing efficiency in culinary operations. Experience includes overseeing kitchens for events ranging from 20 to 300 guests, maintaining cleanliness, managing inventory, and implementing sustainability practices alongside operational goals.

EXPERIENCE

Head Chef

Harvest Table Catering  June 2021 – Present  Columbia, MO

- Manage culinary operations at a catering company specializing in farm-to-table cuisine, serving events for up to 300 guests. Oversee menu creation and improve guest experiences through structured feedback and adjustments. Train and supervise kitchen staff while ensuring top-notch food quality and sanitation standards.
- Led culinary operations, driving seasonal menu development utilizing locally sourced ingredients to optimize sustainability.
 - Managed a 10-member kitchen team, ensuring efficient workflow and high-quality meal preparation.
 - Implemented stringent food safety and sanitation protocols, achieving zero health code violations during assessments.
 - Collaborated effectively with event planners to provide customized menus aligned with guests' dietary restrictions.
 - Oversaw supply inventory management, reducing waste and optimizing overall food costs.
 - Developed a training program to enhance staff experience with equipment and culinary techniques.

Culinary Supervisor

Green Leaf Retreat  March 2018 – May 2021  Jefferson City, MO

- Supervised kitchen operations in a retreat center focused on preparing meals for varied group sizes while accommodating dietary needs. Encouraged teamwork among assistant cooks and volunteers for optimum service delivery.
- Coordinated daily kitchen activities ensuring smooth operation during busy service times, meeting diverse dietary preferences.
 - Directed a team of assistants, promoting responsibility and accountability through effective task delegation.
 - Created strategic schedules for meal prep and service that reduced food waste by improving organization.
 - Engaged local farms to source fresh produce, strengthening community ties and enhancing ingredient quality.
 - Initiated guest feedback opportunities aimed at refining menu offerings based on preferences and dietary requirements.
 - Provided training sessions on food safety and equipment care fostering professional development among kitchen staff.

Line Cook

Sunny Side Up Diner  January 2016 – February 2018  Kansas City, MO

- Prepared dishes in a fast-paced diner environment, focusing on speed while balancing high culinary standards. Fostered collaboration with kitchen and management teams to promote exceptional dining experiences.
- Cooked diverse menu items quickly and efficiently while meeting food safety regulations.

LANGUAGES

EnglishNative

MY CAREER



- Head Chef at Harvest Table Catering (5.2 Years)
- Culinary Supervisor at Green Leaf Retreat (3.2 Years)
- Line Cook at Sunny Side Up Diner (2.1 Years)

- Assisted in crafting weekly specials that attracted returning customers and improved sales.
- Maintained excellent cleanliness throughout kitchen operations including organizing storage spaces.
- Received commendations from patrons reflecting outstanding customer service and detailed meal presentation.
- Streamlined inventory processes, proactive in restocking supplies to prevent disruptions in service.
- Participated in weekend shifts actively aiding with special event functions for larger groups.

LEADERSHIP & AWARDS

- ServSafe recognition for commitment to exceptional food safety practices, 2026
- Catering Excellence Award received for client satisfaction and innovative menu development, 2025

EDUCATION

Culinary Arts Diploma
Culinary Institute of America 🎓 GPA: 3.5 📅 2016 📍 Hyde Park, NY
Coursework: Food Safety, Menu Development, Nutrition, Kitchen Management

CERTIFICATIONS

- Food Handler's Permit 📅 2026
- ServSafe Food Manager Certification 📅 2026

TECHNICAL SKILLS

- **Culinary Tools:** Knives, Mixers, Ovens
- **Safety Protocols:** HACCP, ServSafe Guidelines, Risk Assessment
- **Operational Software:** Kitchen Display Systems, Inventory Management Software, Event Management Platforms
- **Food Sourcing:** Local Farms, Wholesale Suppliers, Specialty Markets
- **Menu Creation Methods:** Seasonal Menus, Dietary Customization, Nutritional Analysis
- **Employee Training Programs:** Onboarding Procedures, Safety Training, Skill Enhancement Workshops
- **Cleaning Equipment:** Dishwashers, Sanitizing Stations, Storage Solutions
- **Communication Platforms:** Email, Messaging Apps, Scheduling Software
- **Event Planning Tools:** Checklists, Timelines, Budgeting Software
- **Cultural Sensitivity Practices:** Custom Menu Adjustments, Guest Engagement Strategies, Feedback Mechanisms

PROFESSIONAL AFFILIATIONS

- Member of the American Culinary Federation, participating in ongoing educational opportunities.
- Active volunteer with local food banks, helping to prepare meals for disadvantaged communities.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST