**CATERINA COLAO**

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An accomplished Food Service Management professional, highly skilled and experienced

**Qualifications**

* More than 14 years’ experience of Food Service industry
* Background in cafeteria, catering and program management
* Exceptional management skills and training abilities
* Outstanding motivation and communication skills
* Experienced in non-profit and academic settings
* Hard working and detailed oriented, able to multi-task effectively

**Experience**

**Education Connection, Litchfield, CT August 2001 –October 2011**

*Assistant to the Food Service Director*

* Manages the entire Food Service Program (four school districts) in the absence of the Director
* Directs the hiring, assignment, training, supervision and discipline of all the food service personnel with the approval of the director
* Responsible for food service accounts (A/P, A/R, bank deposits, cash management, withdrawals) verifying all invoices for accuracy and payment in a very timely manner
* Provide monthly reimbursement reports to the State Department of Education’s Child & Nutrition Program
* Review, evaluate and process confidential applications for free and reduced lunches the inform parents
* Assist in the evaluations of personnel; establish program activities, personnel policies, work standards and basic job descriptions for food service workers, also audit and approve employee time sheets
* Monitor food production, preparation practices and services to ensure that planned menus are followed
* Assist in developing specifications and standards of quality of all food supplies and equipment
* Assist in the annual budget preparation, act as a liaison between the Board of Education data center and the Food Service department and perform other related duties from time to time assigned by the director

*Food Service Manager*

* Effectively oversee a staff of 9 employees to ensure efficient daily food preparation and distribution for 1200 students and faculty members
* Responsible for daily cafeteria operations, including task delegation and maintaining production records control measures, cooking
* Conduct detailed reconciliation using the POS system to ensure sales are reported accurately
* Comprehensive knowledge of HACCP (Hazard Analysis Critical Control Point) and TrainSmart

**Charlotte Hungerford Hospital, Torrington, CT September 2009 – March 2011**

*Unit Secretary ER – Per Diem*

* Coordinate patient activities between internal and external clients alike
* Assist doctors and nurses with patient scheduling for medical procedures, also copying medical records
* Handle incoming phone calls and providing information as needed, as well as transfer calls to necessary internal partners

**Board of Education, Torrington, CT November 1997 – June 2001**

*General Cafeteria Worker*

* Prepared daily food menu for 350 students and faculty members
* Set up serving area and serve a wide variety of food items
* Cleaned and stored dishes, utensils, cafeteria equipment and food supplies in accordance with the sanitation standards
* Performed clerical duties related to the food service program, including inventory control

**Dr McKay Medical Office, Torrington, CT May 1993 – September 1995**

*Receptionist / File Clerk*

* Diligent in performing administrative tasks and duties
* Responsible for ordering medications and filing patient records
* Knowledge of ICD 9-codes

**Bank of Boston, Torrington, CT September 1986 – January 1988**

*Customer Service Representative*

* Performed teller activities
* Assisted in loan processing
* Introduced customers to new products and services
* Ordered and maintained office supplies

**Certifications &Pertinent Course Work**

* ServSafe Food Certification 2010
* National Food Service Management 2006
* Implementing the Process Approach of HACCP Principles 2005
* Food Handling Sanitation Course 2002
* Nutrition at Work Dietary Guidelines 2000 2001
* ServSafe Food Certification 1998
* Total Quality Management 1988

**Education**

Torrington High School

**Computer Skills**

Microsoft Office Suite

WinSnap

TrainSmart

Meditech

**Languages**

Fluent in Italian

**References**

Upon Request