

# K E L L Y V . L E A C H

70 Upper Rock Circle Apt 254, Rockville, MD 20850 ♦ (301) 467-8955 ♦ kelly.vanhorn@yahoo.com

---

## EDUCATION:

Johnson & Wales University, Charlotte, NC

Bachelor of Science: International Hotel & Tourism Management, Concentration in Hospitality Sales & Meeting Management; Associate in Applied Science: Hotel Management

Graduated May 2011; Dean's List; GPA 3.33

## EXPERIENCE:

**Catering Manager**, Guest Services, Inc. – contracted to Morgan, Lewis & Bockius LLP, Washington, DC

March 2013 – Present

- Oversee daily catering operations for the law firm by receiving requests from legal staff, and coordinating with general services to ensure timely and accurate execution of meetings
- Coordinate closely with law firm event planner to manage staffing, menus, inventory, and operations for large events and receptions
- Manage local human resources, including supervising 15 employees on a daily basis, providing solutions to employee concerns, delivering annual performance evaluations, and coordinating employee files
- Responsible for accounting functions, including payroll, accounts payable, accounts receivable, unit operating funds, and end of month reconciliation and associated paperwork
- Maintain dry goods and beverage inventory levels, coordinating with vendors as necessary
- Attend monthly corporate safety meetings and communicate policies to employees
- Received the “Q” award in February 2015 for quality assurance

**Server**, Mango's, Bethany Beach, DE

Summer 2012

- Ensured customer satisfaction by utilizing valuable communication skills
- Efficiently served customers by using effective time management practices
- Communicated with other employees as a team player

**Assistant Manager**, Dickey's Frozen Custard, Bethany Beach, DE

Summers 2008-2011

- Promoted to assistant manager
- Oversaw daily administrative tasks including assessing inventory, placing orders, receiving shipments, and preparing daily reports
- Managed 25-35 employees, and daily store opening and closing procedures simultaneously at both stores
- Handled inventory management and product ordering
- Prepared bi-weekly staffing schedules and assigned employees to appropriate locations based on forecasted business
- Responsible for managing store cash flow, including safe amounts and daily bank transactions

**Hotel Management Extern**, Hilton Center City, Charlotte, NC

November 2008 – February 2009

- Gained exposure to front and back of house operations, including the front desk, banquets, sales, human resources, night audits, engineering, and security departments
- Researched local attractions and restaurants to create a visitor's guide for the front desk

## LEADERSHIP:

- IFSEA (International Food Service Executives Association), Head Event Chair, 09/10-05/11

## CERTIFICATIONS:

- The National Restaurant Association, ServSafe TIPS Certification, 08/16
- The National Restaurant Association, ServSafe Sanitation Exam, 02/16