

Natalie Brooks

Cafeteria Manager

CONTACT

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EDUCATION

Associate Degree in Hospitality Management

Harold Washington College | Chicago, IL | 2014

Certifications

- ServSafe Food Protection Manager | Issued May 2023
- CPR and First Aid | American Red Cross | Issued July 2022

AWARDS

- Employee of the Quarter | Northwestern Memorial Hospital – Q4 2022
- Recognized for improving overall cafeteria efficiency and reducing service wait times by 30%.

PROFESSIONAL SUMMARY

Experienced and organized cafeteria manager with 10+ years overseeing school and hospital cafeteria operations. Skilled in staff supervision, food safety compliance, and inventory management. Known for improving efficiency while maintaining high food quality and service standards.

EXPERIENCE

Cafeteria Manager 2019 - Now Northwestern Memorial Hospital, Chicago, IL

- Manage a team of 15 staff members in a busy hospital cafeteria, ensuring smooth daily operations and high service standards.
- Reduced food waste by 22% by analyzing usage trends and improving inventory control processes.
- Implemented a digital staff scheduling system, which increased shift coverage accuracy and reduced last-minute absences.
- Partner with clinical nutritionists to revise menus for patients and guests with dietary restrictions.

Assistant Cafeteria Manager 2015 - 2019 Loyola High School, Chicago, IL

- Supervised daily meal service for over 900 students, including breakfast, lunch, and snack programs.
- Tracked supply orders and adjusted inventory levels to stay within budget without compromising food quality.
- Conducted food safety and customer service training for all new hires and part-time student workers.
- Created rotating seasonal menus that aligned with USDA standards and incorporated student feedback.

SKILLS

Team leadership	★★★★★
Staff scheduling	★★★★★
Budget management	★★★★★
Food safety (ServSafe certified)	★★★★★
Vendor coordination	★★★★★
Customer service	★★★★★
Conflict resolution	★★★★★