
Marie-Claire Charlebois

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CAREER MISSION

To have a busy, active career managing some of Canada's finest hotel kitchens; to provide first-rate service to my patrons, staff, and senior management; and to contribute to improving the standards for restaurant management and customer service quality in Canada.

OBJECTIVE

An Executive Chef position in a major (3-plus star) Vancouver-area hotel.

PROFILE

Over twenty years of experience as a professional Chef, Food & Beverage Manager, and General Manager in a number of different hotels and serving a very broad client base. Dependable and reliable, with excellent interpersonal and communications skills. Self-motivated, well-organized, task-oriented, and thorough. Internationally educated in both cooking and hospitality management.

PROFESSIONAL EXPERIENCE

Les Etoiles, Vancouver, BC (a 4-star, 75-room hotel)

1997 – Present

General Manager (Feb 2002 – Present)

- Recruited, trained, scheduled, supervised, and monitored over twenty staff.
- Developed, implemented and evaluated policies and procedures.
- Prepared budgets and monitored revenues and expenses.
- Developed and implemented local marketing strategies.
- Purchased materials and supplies and arranged conventions, banquets, and receptions.
- Resolved customer complaints.

Food and Beverage Manager (May 1997 – Jan 2002)

- Daily staffing responsibilities were similar to those of the General Manager position above.
- Planned and directed the activities of the Hotel's two restaurants.
- Monitored revenues, controlled inventory, and modified procedures and prices.
- Arranged banquets and receptions, and resolved customer complaints.
- Ensured health and safety regulations were followed.
- Purchased food and related supplies.

PROFESSIONAL EXPERIENCE (continued)

Le Sommet, Montreal, QC (a 3-star hotel)

1989 – 1997

Head Chef (July 1993 – May 1997)

- Planned menus and ensured that food met quality standards.
- Estimated food and labour requirements and costs.
- Supervised the activities of sous-chefs and cooks.
- Purchased food, equipment, and supplies, and arranged for repairs.
- Assisted with the preparation and cooking of food.

Sous-Chef (Nov 1991 – Sep 1992)

- Supervised activities of cooks and other kitchen workers.
- Planned menus and requisitioned food and kitchen supplies
- Demonstrated new cooking techniques and equipment to cooking staff.
- Assisted with the preparation and cooking of food.

Senior Cook (Oct 1989 – Nov 1991)

- Prepared and cooked complete meals and individual dishes.
- Supervised kitchen helpers.

EDUCATION

Specialized Business Training

1994

- **Presentation Skills** *Friesen, Kaye & Associates, Ottawa, ON*
- **Marketing and Cultural Event Planning** *Alberta Tourism Education Council*
- **Tourism Leadership & Organizational Effectiveness** *Universite de Montreal*
(awarded *Les Dirigeants dans L'Hospitalité* scholarship)
- **Advanced Management Techniques** *Concordia University, Montreal, PQ*

5-Star Hotel Sales and Marketing Apprenticeship

1992 - 1993

Barbizan 'Golden Tulip' Hotel, Amsterdam, The Netherlands

Diploma in Hospitality Management (awarded International Hotel Association scholarship)

1990

The Hague Hotel School Institute of Hospitality Management, The Hague, Netherlands

Leadership in Practice and Quality Service and Guest Relations

1990

Portfolio International Personnel and Training Ltd., London, England

5-Star Hotel Food and Beverage Apprenticeship

1987 - 1989

Churchill Hotel, Nicosia, Cyprus

REFERENCES

To be supplied upon request.