



HK

HILLARY KRAAK

EXECUTIVE CHEF

SKILLS

Cost analysis

Market based menu creation

Management

Customer service

BOH and FOH collaborative utilization

All aspects of accounting
Quickbooks

Par stocks and ordering

Scheduling employees
Employee training programs

POS Systems including
Lightspeed, Club Profit,
Northstar

Food Safety Procedures and
HAACP plans

Designing and Equipping
Commercial Kitchens

Inventory and Recipe
Management using GFS and
Margin Edge

EXECUTIVE CHEF

Over 21 years' experience in the Food Service Industry.

Held all FOH and BOH positions from dishwasher and server to manager and executive chef.

EXPERIENCE

EXECUTIVE CHEF • MACATAWA GOLF CLUB • 2022 - CURRENT

Second in command under the GM. Responsible for profitability and quality for all food and beverage outlets. This includes 2 banquet spaces, golf simulator lounge, an upscale public restaurant that also served golfers and casual café for golfers and pool visitors. Directed 2 Sous Chefs and over 30 employees in-season. Was able to reach a 33% food cost and meet goals set by management. Responsible for invoice submission to accounting and monthly inventory. Created seasonal menus and specialized menus for member and nonstandard banquet events. Created standardized recipes that met food cost goals and quality standards.

EXECUTIVE CHEF • AMERICAN DUNES GOLF CLUB • 2020-2022

New club restaurant and event space opening. Created and priced a mostly scratch, casual style dining menu. Fully staffed and equipped the kitchen, created SOP's, trained completely green (high school and college age) staff of 25 to create delicious and unique menu items. Was as able to complete this and be ready for open and multiple days of special events just six weeks after hire. Worked tirelessly to support, front of house and management. Placed all orders for BOH and most of FOH, worked as BOH and FOH manager. Created a 2022 budget in line with requested KPI's. Modified menu based on feedback and am currently writing standardized recipes, staffing, training, and pricing for 2022 season. Held successful high end wine pairing dinners in the offseason.

OWNER/CHEF • ARTISAN OF GRAND HAVEN • 2014 - 2021

High end, boutique, chef style dining facility that also offered custom

PROFESSIONAL ATTRIBUTES

Highly motivated

Self-starter

Attention to detail

Team builder

Highly organized

System Creation

Great time management

Well rounded

Service Minded

High level of problem solving

Mechanical Aptitude

catered events of all sized. Rebranded Grew the business to triple previous owners' sales and brought into profitability. Managed a staff of 20. Was responsible for or oversaw every aspect of the business. Worked with customers to create custom experiences. Created email marketing campaigns.

SERVER/CHEF ASSISTANT • ARTISAN COOKING SCHOOL • 2008 TO 2014

Brought the company up to date. Computerized scheduling system. Created workflows for all positions. Scheduled and managed public and private reservations. Planned unique event specific menus. Implemented an employee and event scheduling application.

EDUCATION

ASSOCIATES IN CULINARY MANAGMENT • 2014 • GRCC

Directors Awards recipient. Awarded is given to one student each graduating class for outstanding student achievement, dedication, culinary skills, service mindedness, leadership, positive attitude and unrepachable work ethic

ASSOCIATES IN CULINARY ARTS • 2014 • GRCC

GPA 3.8

ASSOCIATES IN C.A.D. DESIGN • 2002 • GRCC

GPA 3.5

PHILANTHROPY AND COMMUNITY ACTIVISM

Secretary for the Richard H. Brown Charitable Trust

Member of the East End Grand Haven Group

Contributor and support of charities with an emphasis on the abused, enslaved or marginalized

Hosted kids cooking classes for NORA

Donations of chef hosted dinners for multiple charities