

A Focus on the Future

Kaitlin Harmer

School of Tourism and Hospitality

HOW CAN I BE OF SERVICE?

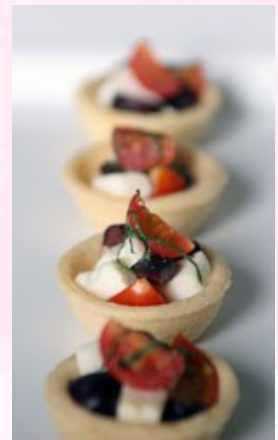
Figuring out what career path you want to choose isn't always easy. Growing up, I had always imagined myself as a school teacher, a special education teacher to be more precise. I worked with Best Buddies throughout high school and enjoyed it tremendously. Deciding this is the road I wanted to travel, I attended West Chester University majoring in special education.

During the summer before attending West Chester, a friend had asked if I wanted to help her out at a catering job for Williamson Hospitality Service. I didn't think anything of it and had said yes to make a few extra bucks. Little did I know, my life was about to change. I had never imagined how much work went into a catering event. I guess I had never really thought about it before. All the preparation it took just to set up a room, all the organization and people it took to perform; it was just amazing. It was something I thought I might want to be a part of. I helped my friend out with catering jobs as much as I could, falling more in love with the hospitality industry; maybe I had chosen the wrong career. By fall of 2006, I had decided that I wanted to change my major to tourism and hospitality management.

Today, I work with CulinArt Foodservice Company where I am very happy. If it hadn't been for that one phone call, I wouldn't be where I am now and I wouldn't be so satisfied with my life. Choosing to work for a little extra cash has made my life so worthwhile.

MY STYLE OF MANAGEMENT

While working with Williamson Hospitality, I have catered at so many accounts. I have worked at places such as WaWa, the Archdiocese Building, and different schools. Each account has their own manager and it has been an experience watching their different management styles. It's difficult to get used to one management style and then be thrown into an event with a manager whose style is the complete opposite. Now, after working with these different managers for some time, it has made me realize what kind of manager I would like to be. Many of them have lost their love for the industry and are always so tense. I hope that I can remember that even though this job may sometimes be chaotic, I have to remain calm. People are looking to the manager to execute the event smoothly. I want to be a manager that future hospitality prospects can look up to.



*"People don't
choose their
career; they
are engulfed
by them"*

-John Dos Passos

WHAT I INSPIRE TO

I know where my career path is heading, now I have to get there. With all the experience I have gained over the past couple of years, it has made me realize that I want to be the manager of a catering company within the next five years. I believe with my persistence and commitment to the industry, I will accomplish my goal eventually. I have taken a step closer by accepting to join CulinArt's staff next year after I graduated. I hope to grow a strong bond with the company. My dream is to manage my own account within CulinArt's corporation, but I'm keeping my options open. I am very grateful to be where I am today and I hope for even a brighter future.

CULINART: THE EXPERIENCE

For my junior internship, I joined the team of CulinArt, at their William Penn Charter School account in Philadelphia. I have been working with them since September and have decided to stay with them for the duration of the year. At Penn Charter, I have worked on everything from cash registers to helping the kitchen staff, from menuing to working on catering bills. I have also worked

with their computer system, Horizon, on the menu and invoices for weekly sales. After the lunch shift, I worked on catering events that take place in the afternoon or night. I collect all the supplies for each event, deliver them to their designated location, and set up each event. If necessary, I will stay for the whole event catering the party, making sure everything runs smoothly.

I have also taken a Safe-Serv class with other employees, where we are trained in safety procedures in and around the kitchen. This class is specifically geared towards the cooks of the facilities, but I feel that this was an opportunity for me to become well-rounded and heighten my kitchen skills. I believe that as a future manager, I should know all the areas my employees are working in and not just

Some. It has been a great experience working with CulinArt and I hope that experience keeps growing.



Peppers from a local farm visit—CulinArt's focus on sustainability

