

# Krista Marvel

## HOSPITALITY EDUCATOR

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## CONTACT

 [linkedin.com/krista-marvel](https://www.linkedin.com/krista-marvel)

## EDUCATION

### MBA / HOSPITALITY

Master of Business  
Administration  
Johnson and Wales University  
Graduated 2016  
*Summa cum laude*, GPA: 4.0

### BA / CULINARY MANAGEMENT

Bachelor of Arts  
Le Cordon Bleu  
Graduated 2010  
*Summa cum laude*, GPA: 4.0

### AS / PATISSERIE AND BAKING

Associate of Science  
Le Cordon Bleu  
Graduated 2008  
*Summa cum laude*, GPA: 4.0

## SOFTWARE

- Microsoft Office Suite
- Blackboard Learn
- Brightspace
- Moodle & Canvas
- Pearson MyLab
- Zoom
- Oracle OPERA
- ALICE Suite

Experienced department chair, chef, and culinary and hospitality educator with a proven track record of helping current and aspiring professionals achieve success. Highly skilled in program and course creation and delivery, service training, record keeping, accreditation, assessment, academic leadership, and online education.

## PROFESSIONAL EXPERIENCE

### HOTEL & HOSPITALITY MANAGEMENT FACULTY LECTURER

University of New Hampshire | Durham, New Hampshire | 2021 – Present

Teaches undergraduate Hotel and Hospitality Management courses within the Peter T. Paul School of Business. Responsible for course content creation and delivery.

- Works with department faculty and department chair to insure a seamless, well-organized, rigorous, and industry-driven academic curriculum.
- Advisor for the UNH Events Management Club through the PCMA.
- Involved in outreach efforts to regional high schools and community colleges.

### CULINARY & HOSPITALITY MANAGEMENT FACULTY

York County Community College | York, Maine | 2012 – 2021

Oversaw a department with up to 90 students per semester and managed a staff of eight to ten people. Responsible for all aspects of operation and instruction.

- Wrote program course outlines and sequences for two-year degree and one-year certificate programs in Culinary, Pastry, and Hospitality & Tourism.
- Led the only dedicated post-secondary pastry degree program in Maine.
- Managed all aspects of the educational lab spaces, including equipment needs, inventory management, cost control, budget management, and grant writing.
- Taught four to seven courses per semester in over 20 topics – mainly Culinary Business, Pastry Arts, Customer Service, and Hospitality Management.
- Served as the Culinary and Hospitality Department Chair from 2017 – 2020.

### TOURISM AND HOSPITALITY ADJUNCT LECTURER

University of Southern Maine | Portland, ME | 2020 – Present

Responsible for the instructional design and delivery of one to two undergraduate course per semester within the Bachelor of Arts in Tourism and Hospitality program.

- Develops all course content and materials for online and hybrid courses.
- Works with department faculty and department chair to insure a seamless, well-organized, rigorous, and industry-driven academic curriculum.
- Works closely with students to promote retention and academic success.

### GUEST SERVICES CONCIERGE / GUEST SERVICE TRAINER

Cliff House Maine | Cape Neddick, ME | 2019 - Present

Responsible for creating unique, one-of-a-kind guest experiences with professionalism and in-depth knowledge of the region.

- Offers local customized dining and recreational activity recommendations and assists guests in arranging reservations, transportation, and excursions.
- Networks with local vendors and businesses to create new recommendations.
- Trains all incoming employees on company policies and Forbes Travel Guide guest service standards.

## CERTIFICATIONS / MEMBERSHIPS

- **Certified Hospitality Educator** (American Hotel and Lodging)
- **Certified Online Teacher** (Online Learning Consortium)
- **Certified Culinary Instructor** (American Culinary Federation)
- **Certified Working Pastry Chef** (American Culinary Federation)
- **Certified ServSafe Proctor and Instructor** (National Restaurant Association)
- **Certified ServSafe Food Manager** (National Restaurant Association)
- **American Culinary Federation Treasurer** – Piscataqua Chapter
- **American Culinary Federation Member** – Piscataqua Chapter
- **Center for the Advancement of Foodservice Education Member**

## PUBLICATIONS / PRESS

**Maine Bicentennial Community Cookbook: Celebrating Maine's Culinary Past, Present and Future**  
Featured recipe  
Margaret Hathaway and Karl Schatz  
June 2020

### EXECUTIVE PASTRY CHEF

Sheraton Portsmouth Harborside | Portsmouth, NH | 2014 – 2015

Established a new pastry program for the hotel. Responsible for all aspects of daily management of pastry kitchen, including personnel and menu development.

- Produced items for in-room dining, banquets, and restaurant service.
- Developed all bakery items, including pastries and plated desserts.
- Created and designed signature dessert menus for banquets and restaurant.
- Trained culinary and pastry staff in presentation of specialty plated desserts.
- Developed kitchen procedures, production schedules, recipes, and menus.

### SPECIAL EVENTS BANQUET CHEF

Union Bluff Hotel | York, ME | 2013

Responsible for the development, preparation, and execution of all cold kitchen items. Controlled food waste, inventory management, and menu development.

- Worked with the executive chef to develop appetizer and dessert menus.
- Responsible for the preparation, execution, and delivery of all banquet appetizers, salads, intermezzo, and desserts.
- Managed and operated special event cold kitchen to produce hors d'oeuvres.
- Created and designed all buffet, appetizer, and dessert stations.
- Completed over 100 weddings and 30 corporate functions during the season.

### SOUS CHEF / PASTRY MANAGER

Pine Tree Farm Market and Café | Wells, Maine | 2012

Responsible for both pastry production and savory line work, as well as bakery management throughout the season. Worked closely with executive chef.

- Oversaw training and management of bakery personnel.
- Designed and produced specialty desserts for café and catered functions.
- Responsible for preparation and production of all savory line items.
- Served a la carte meals to over four hundred customers daily, seven days a week.
- Managed kitchen and inventory during the absence of the executive chef.

### OWNER / GENERAL MANAGER

The Village Café | Versailles, MO | 2009 – 2011

Owner, GM, and executive chef of profitable farm-to-table café and bakery. Increased monthly sales by 60% by the second year before successfully selling the business.

- Responsible for all administrative duties including budgeting, forecasting, food costing, menu development, marketing, event planning, and inventory control.
- Responsible for interviewing, hiring, training, and management of personnel.
- Ensured compliance with all local and federal business regulations and licensure.
- Developed partnerships with local farms to be the first restaurant in the area to have a rotating farm-to-table, seasonal menu concept.

### PASTRY CHEF / SPECIAL EVENTS BANQUET CHEF

John Q. Hammons Hotels | Branson, MO and Jefferson City, MO | 2008 – 2010

Led the Pastry Department at two hotels. Designed and produced specialty desserts for hotel functions, property outlets, and state government locations and functions.

- Worked with hotel to design and produce items for Governors' Mansion.
- Responsible for the creation, production, and presentation of all restaurant, banquet, catered, bakery, in-room dining, and bar desserts and menus.
- Created and produced specialty cakes for events and special orders.
- Designed and produced specialty desserts for the Missouri Governor's Mansion and state government functions.