Patricia Osei

Executive Steward

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SUMMARY

Executive steward with 12 years in resort and hotel stewarding, including 5 running the department at a 1,100-room waterfront resort. Leads 45 stewards, manages a $1.9M labor and supplies budget, and owns inventory control, sanitation and HACCP compliance across 8 kitchens. Builds clear communication with chefs, banquets and purchasing.

SKILLS

- **Stewarding Operations**
- **Budget Management**
- **Inventory Control**
- **Sanitation**
- **HACCP**
- **Food Safety**
- **Chemical Safety**
- **Staff Scheduling**
- **Leadership**
- **Communication Skills**

EXPERIENCE

Executive Steward 05/2021 - Present

Harbor Point Resort & Spa San Diego, CA

1,100-room resort with 6 restaurants, banquets for 3,000 and 8 kitchens.

- Lead **45** stewards and 4 supervisors, setting staff scheduling to forecast covers and banquet events.
- Manage a $1.9M budget for labor, chemicals and service ware, finishing under budget 4 years in a row.
- Own HACCP and sanitation programs for 8 kitchens, with no critical violations in 5 county inspections.
- Cut china and glass replacement costs by $85K a year through inventory control and breakage tracking.

Assistant Executive Steward 03/2017 - 04/2021

Mission Bay Hotel & Conference Center San Diego, CA

800-room conference hotel.

- Directed night stewarding for 25 staff covering dish rooms, deep cleaning and pest prevention.
- Rolled out a chemical safety program with SDS training for all 60 kitchen staff.
- Negotiated chemical and dish machine service contracts that lowered costs by 12%.
- Coached 5 stewards into lead and supervisor roles.

Stewarding Supervisor 06/2014 - 02/2017

Coronado Shores Hotel Coronado, CA

Beachfront hotel with banquet kitchen.

- Supervised 12 stewards across banquets and 2 restaurants.
- Counted and ordered service ware each month for events of up to 800 guests.
- Trained 10 new stewards on dish machine use and food safety.
- Reduced the pot sink backlog by adding a second shift on banquet nights.

EDUCATION

Associate of Science
San Diego Mesa College
Hospitality Management
San Diego, CA
05/2014

CERTIFICATES

ServSafe Manager 02/2022
National Restaurant Association

Certified Hospitality Supervisor (CHS) 10/2018
American Hotel & Lodging Educational Institute