

Susan Maat



PROFESSIONAL PROFILE

Dedicated and focused individual who excels at prioritizing and completing multiple tasks simultaneously. Committed to delivering high quality results with little supervision. Creative, organized and professional.



616.610.0198



SUSANMAAT@GMAIL.COM



Zeeland, Michigan

REFERENCES

Jack DeLeeuw

Director of School Quality
Eagle Crest Charter
Academy
616.560.3166

Jay Haan

Co-Owner of Via Maria
616.291.5720

Joan Genzink

Long time friend
616.392.3509

EDUCATION

RELIGIOUS EDUCATION //
MAJOR
Kuyper College,
Grand Rapids, MI 2001

WORK EXPERIENCE

FRONT DESK MANAGER & BRIDAL COORDINATOR
Bombshell Blow Dry Bar and Spa | Holland, MI | 2019 -
Present

Front Desk Manager

Open Salon Daily. Balance/fix daily transactions/tip out service providers. Order all retail products for salon, cosmetics, and spa and office supplies. Manage POS system with all inventory by entering all new products/price increases. Vendor relations. Ensure salon meets weekly and monthly Budget goals and increase salon profitability. Train & manage front desk staff/schedule/interview potential hires. Check/Correct staffing hours. Help plan and attend leadership and staff meetings/special meetings. Brainstorm with owner to develop monthly strategies to meet salon initiatives. (contests, tracking systems, etc.). First Point of contact for salon thru phone and in salon guests. Weekly service provider chore charts. Daily booking of guests/check out/phone lines. Help develop quarterly goals for management. Annual calendar of events. Quarterly inventory/end of year inventory. Support staff to owner. Support to 20 service providers. Handle product display changes.

Bridal Coordinator

Manage all inquiries for bridal/bridal party services. Developed and implemented bridal system for the salon. Schedule all services and handle all communication with brides. Manage all contracts and payments. Developed and manage file system for Bridal Department. Serviced 79 brides/bridal parties in 2021 – on track for 100+ for 2022. Produced \$82,000 in bridal revenue in 2021.

SUBSTITUTE TEACHER

Eagle Crest Charter Academy | Holland, MI | 2009 – 2019

Follow and teach lesson plans assigned by permanent teacher for students in Young 5's - 8th grades. Maintain effective classroom management strategies. Encourage student participation and provide individual instruction as necessary

Long Term Substitute Teacher

Execute all classroom responsibilities as the lead teacher of the classroom. Develop lesson plans and adjust as needed to present materials in a succinct and coherent style. Prepare and administer tests. Recognize and address behavioral issues with students and administration.

Long Term Assignments (4- 9 week placements)

2nd grade - 2010

4th grade - 2014

Spanish grades 3-8 2016 and 2017

Middle School Special Ed Para 2018

CATERING DIRECTOR & EVENT PLANNER

Via Maria | Holland, MI | 2004 – 2009

Respond to sales and catering inquiries, schedule site tours, and meet with potential clients. Maintain a calendar of events for effective long term planning and management. Effectively serviced over 60 weddings/receptions and 100 corporate and charitable events in various locations and capacities. Hire, train, and oversee service staff. Manage all vendor relationships including placing and confirming orders. Ensure all venues were presentable, maintained and set properly per client's request. Work with client(s) to develop, design, plan and execute their event. Procure contracts, billing and receivables of said contracts.

CHILD CARE COORDINATOR

Harderwyk Ministries | Holland, MI | 2000 – 2001

Organize and recruit volunteers

Maintain schedule and communications

ADMINISTRATIVE ASSISTANT

Huizenga Capital Management | Oak Brook, IL | 1993 - 1996

Oversee reception area including greeting visitors, responding to calls
Manage day to day calendar and correspondence. General secretarial duties.

ADMINISTRATIVE ASSISTANT

Gold Key Realty | Fremont, MI | 1991 - 1993

General office duties. Oversee listings and appraisals. Respond to general inquiries on properties.