



BILINGUAL HOSPITALITY TRAINING SOLUTIONS *RICH* in EXPERIENCE

BHTS' mission is to provide students an enjoyable experience; keep lessons simple, serious and memorable using real world scenarios; and succeed in students applying lessons immediately and successfully on the job.

EXPERIENCE in TRAINING & EDUCATION

- **Founder, Bilingual Hospitality Training Solutions (BHTS)** *Baltimore, MD*
Juliet Bodinetz-Rich founded BHTS in 2007 after twenty-five years of experience in the food service and training industries. Ms. Rich assists clients in developing facility-specific training programs to meet their unique requirements. She provides both open-enrollment and private ServSafe® classes, as well as Safe Staff and Stellar Service courses in English or Spanish. Ms. Rich contributes a wealth of industry knowledge and offers HAACP Plans, restaurant consulting services, referrals, translating and interpreting services.
- **Professional Development, Food Safety Instructor, Customer Service Corporate Trainer, Assistant Director of Professional Development** *Columbia, MD*
Ms. Rich's held these key positions at the Maryland Hospitality Education Foundation from 1999 to 2007. She established relationships with vendors, restaurant staff, and industry leaders to develop specific training programs for food safety in both English and Spanish.
- **Primary School to University Level Spanish Teacher** *Barcelona, Spain; Baltimore, MD*
While at Towson State University, Ms. Rich was an assistant Spanish Level II professor. She competently stepped in last minute to teach four levels of Spanish classes to high school students. While teaching English as a Second Language in Barcelona to grade school students, Ms. Rich started her own interpretation business, serving business owners and private citizens.

EXPERIENCE in the INDUSTRY

- **Dishwasher to Banquet Manager** *Maryland-wide*
Ms. Rich has worn many hats in the restaurant industry and understands the inner workings of both the front of the house and back of the house. Over a span of 12 years she has served as dishwasher and bus-girl; salad-maker, prep-cook, and cook; waitress, bartender, head server and banquet manager. Not surprisingly, she trained many of the other employees in these roles, and was part of a team to design and implement the wait staff program at the Chart House Restaurant, where she worked from 1994 to 1998.

EXPERIENCE in CUSTOMER SERVICE

- **Public Relations Director, Octopus Video** *London, England*
Ms. Rich successfully attracted many clients to the British all-in-one production house and studio.
- **Logistics and Coordination** *1992 Olympics, Barcelona, Spain*
Ms. Rich assisted the European Broadcasting Union in their efforts during the 1992 Olympics. She facilitated international programming, provided transportation and accommodations, and coordinated tours and special events.
- **Emergency Response** *Timonium, Maryland; Brighton, England*
As Evening Shift Manager for MEDEX Assistance Corporation, Ms. Rich responded promptly and compassionately to medical emergencies. She assisted travelers and liaised with insurance companies, corporations, medical crews and travel agencies. Her proficiency quickly led her to train and mentor personnel, monitor office efficiency, design and implement new procedures, and review staff performance.

EDUCATION

- National Restaurant Association Educational Foundation (NRAEF) Certification, 1997
- Bachelor of Arts, Spanish Business, Towson State University, 1995
- Spanish and Hispanic Studies Certificate, Universidad de Barcelona, 1991

PROFESSIONAL MEMBERSHIPS

- Baltimore Hispanic Chamber of Commerce (BHCC) since 2007
- Latin Network Providers, Baltimore, since 2008
- RAMW, since 2008

REFERENCES

- Restaurant Association Metropolitan Washington Educational Foundation (RAMW-EF), Preferred ServSafe instructor
- An Approved Provider with the Baltimore, Baltimore City, Montgomery and Prince George's Counties' Health Departments.
- Baltimore Hispanic Chamber of Commerce, Chase Paymentech Solutions, LLC., Coastal Sunbelt Produce, Food Service Monthly, and MICROS Mid-Atlantic