

## Facilitator — April/May 2016



### CRFP

#### Get to know

some of our recent CRFP designees! We are excited that more of our members are joining this distinguished group. We credit their knowledge and experience, as well as their initiative for taking advantage of our online learning modules.

#### What do you enjoy most about your job?

Carringer: Every day you get an opportunity to make an impact, to make a difference. Stoyer: Every day brings new challenges and new problems to solve. You think you've seen it all, but then the sun comes up, the stores open and the phone rings with a new challenge. No matter how much planning and preparation you've done, you still need to organize and orchestrate under pure chaos at times. Yoga: The ability to interact with people, places and technologies. I love learning new things about the challenges that restaurants face every day and the troubleshooting and hard work required to fix problems. Kearney: I have worked at all levels within this industry. I have always enjoyed the fast pace and the teamwork that is necessary to achieve the final result: satisfying our customers. Simonson: Helping, teaching and coaching. It goes beyond just the restaurant management and teams. Many times, I find myself doing the same thing with vendors, too.

What other companies have you worked for prior to your current position? Kearney: Working and developing my own company for 20+ years was obviously the most rewarding job I have had. Being a part of the success of my customers and creating a never-let-them-down relationship was fulfilling. This industry is demanding, and I enjoy it. Simonson: 7-Eleven (20 years) and Starbucks (five years). Yoga: I am very grateful for the professional work environment and attitudes in my previous jobs. I worked for Muriel's Jackson Square, as General Maintenance Worker. I learned a lot about preventive maintenance, installations and repairs on cooking equipment, including general building maintenance, light carpentry, painting, changing light bulbs, plumbing, troubleshooting, refrigeration and other upkeep items. After Muriel's, I worked for Ralph Brennan Restaurant Group, as an HVAC/R Technician. I met great people who really influenced the way I approach restaurant facility maintenance. The company culture was wonderful, and I was comfortable working at my job. We were a welloiled machine and worked very well together to achieve the company's common goals. It is the reason I am the restaurant facilities professional I am today. Carringer: I worked for Saks Inc. for 18 years. Before that, I worked at a restaurant as a bus boy. Stoyer: Previously, I spent multiple years with Bertucci's Restaurant Corp. as the Director of Construction and Facilities. Prior to that, I spent more than 12 years working for various electrical contractors, starting as a laborer and working my way through trade school up to a project manager.

When you were new to the industry, what was the most surprising thing you learned about the restaurant world? Stoyer: It never sleeps. Day/night, open or closed, something is going on somewhere within your portfolio. Yoga: It was surprising to learn that a small issue, if ignored or overlooked, can become a much bigger problem. For example, if the floor drains are not properly maintained, restaurants may face sewer backups, bad odors or pest intrusions. It is easy to overlook something as simple as jetting, cabling or cleaning your drains, and making sure all the drain covers and strainers are in place. But when done on a schedule, it saves the restaurants from big issues. I have learned it pays to keep up with the small items. Carringer: Everything is extremely fast paced, and every day is critical to the success of the restaurant. Simonson: Air balance. I had never heard of it before, and it took me several years to really understand it. Now it seems I talk about it every day. Thanks to Michael Zografos for answering my countless phone calls. Kearney: The restaurant industry is demanding. If you do not manage it proactively, it will become overwhelming and you will not satisfy your customers.

#### What is your all-time favorite movie?

Kearney: "Gran Torino." I am a Clint Eastwood fan. I like movies where the protagonist stands up for what he or she believes in. Stoyer: Classic '80s movies are the best. I would have to go with either "The Revenge of the Nerds" or the "Police Academy" series. Yoga: My favorite movie of all time is "Finding Forrester" with Sean Connery and Rob Brown. Simonson: "Hoosiers." I am an underdog kind of guy. Carringer: "Rudy."

#### What is the most challenging situation you've ever faced in a facility or on the job? How did you handle it?

Carringer: The "you are not going to believe this" factor is pretty much part of each day. Each day is full of surprises. I am saving these stories for my tell-all book. Simonson: When I was with 7-Eleven, I worked in the gasoline service department. I received a phone call one morning from a vendor who was at one of the locations around the San Francisco Bay area, right at the shoreline. He said one of the tanks wouldn't pump any gas. He said the fuel-measuring stick in the tank would only go in a few feet, not the normal 10 feet. I advised him to shut the facility down. I notified the local fire department and environmental health departments, along with our corporate office, that we had a potential tank collapse. I called a pump truck to meet me at the location. I grabbed an overnight bag and started the four-hour drive there. Once there, I directed the pump truck and the vendor

to pump out as much of the fuel as possible. With some investigative work, I determined that the tank had, in fact, collapsed. The cause had been the low level of fuel in the tank, and the tidal action of the water table below ground had caused the tank to try to float, which drove the riser through the top of the tank. After the area was secured, I set up a meeting with all stakeholders from various departments for the following morning to determine the course of action, both in the short-term containment and the long-term resolution. It was a very critical couple of days and very rewarding to have found that we were able to contain the tank breach without substantially polluting the bay. Stoyer: The most challenging situation was a grease duct fire that happened right after the birth of my child. This couldn't have happened at a worse time. It occurred on a Thursday in Virginia, and I live in Pennsylvania. I had a great emergency plan and vendors in place. We had everyone onsite, and I met with my first inspector at 3 p.m. on Thursday and told him we would be open before the weekend. He had a good chuckle and said their office closes at 5 p.m. on Friday and good luck. I pulled my structured team together and executed our well-organized plan. We documented, met with insurance inspectors, pulled permits, rebuilt the kitchen and were blessed by local AHJ and health inspectors by 5 p.m. Friday. We were open for the weekend and avoided lost sales at a critical point in the year. Kearney: Overnight or afterhours jobs are always challenging. Restaurants rarely close for work to be completed. When working overnight, there are no supply houses to go to if you are short on material. In the morning, the facility must be ready to start production, so always have a back-up plan. Also, scheduling a technician to arrive in the morning is always helpful to tie up any loose ends. Yoga: The most challenging situation I face is staying on top of my duties. I track various issues, inventory and work orders without a computerized maintenance management system. However, I use free apps on my phone to help me overcome these obstacles.

What is your favorite work-related app?

Kearney: Last Pass for storing usernames and passwords. Yoga: ANY DO is my favorite workrelated app. As simple as it may seem, it helps me plan my day and increase my productivity. Stoyer: SiteSage by Powerhouse Dynamics. This is my second round dealing with the team and the app. It provides valuable real-time energy, product safety and asset data to help long-term, cost-saving goals. The app can also send data directly to technicians, showing equipment energy usages and helping to cut down on diagnosis time in the field. Carringer: I would say Evernote. It handles all of my memory quirks and is like carrying a filing cabinet with you. If I could just get to where I can remember birthdays and anniversaries without getting caught checking the app! Simonson: Excel. I like the ability to manipulate data. I can use it to identify where we spend our money, how a vendor is performing and what pieces of equipment are problematic.

What is the best advice you ever received? Kearney: My father told me: "Just make sure you are happy doing what you are doing, and everything else will fall into place." Yoga: I heard my father say this when I was about 25 years old in Cameroon: "Life is like riding a bicycle. To keep your balance, you must keep moving." He was trying to quote Albert Einstein. Stoyer: My father said, "Keep driving, keep asking questions and keep learning. The moment you stop, you will be left behind." Carringer: Roll with it and live to fight another day. Simonson: Like my wife says, "If a job is worth doing, it's worth doing right."

Who is the most impressive person you have ever met?

Carringer: I had the opportunity to meet George W. Bush (43) and was very impressed with his humility. Simonson: My dad. He set an example for me to emulate and strive for. He worked hard and did not seek the limelight. He was good with his hands and thought through problems logically to successful resolutions. Kearney: My younger brother lost his wife to breast cancer at age 39 with three children under 13 years old. I respect the way he delegated responsibilities to his children, making them all contribute to running the house. He currently has two of the three in college, and his third is going in the fall. Also, he relocated from New York to Massachusetts and plays a major role in his children's lives while they travel all over the country. Yoga: My mother. I know it's super biased for me to say that, but seriously, I've never met such a beautiful person in my life. I love her. She's honest and understanding. She's a fantastic cook and will keep feeding you until you explode. I often wonder what I would be like if I never had her as a mother. She carried me on her back, nursed me, governed my first steps and opened my eyes to the beauty of the world. Stoyer: The Golden Bear, Jack Nicklaus. He has set some lofty achievements that might never be surpassed in the golf world. He then continued his legacy by building some of the most recognized brands and golf courses all over the world.

To what would you attribute your success in achieving your CRFP? Stoyer: Having experience in the construction industry on both the contractor side and the ownership side of the fence has allowed me to start hands-on and learn/achieve licenses in various fields. I also can manage sub-contractors, coordinating multiple moving parts within an overall scope of work. On the management side, I can better understand a contractor's perspective, real costs associated with a project and overall craftsmanship. Simonson: Experiences gained throughout my career, some studying and the practice tests. Carringer: It certainly got my attention when several of the recognized professionals who helped shape the facilities industry achieved it. I have great respect for them, and it made me want to get mine. Kearney: This business is changing all the time, which means the learning never stops. I have learned much through school and being in the industry. There were areas of the CRFP exam I needed to study. It is a comprehensive exam for facility management. Yoga: Honestly, I don't believe much in luck. I think my success in attaining my CRFP is attributed to hard work. My goal was to achieve the CRFP in six months. I studied at least 30 minutes every day on the online Exam Prep Courses, which gave me the knowledge I needed to pass the final exam.

Would you recommend attaining a CRFP to other colleagues? Why? Carringer: It is a great accreditation, and I would encourage any professional who works in the industry to master it. Stoyer: I would absolutely recommend the CRFP. The online classes alone are a great refresher for codes and everyday problem solving. The overall CEUs will also make sure you're

staying current with industry standards and new products. Yoga: I would ab-so-lu-te-ly recommend attaining a CRFP to my colleagues. It is a helpful resource for achieving professional improvement and gearing up your career. Kearney: Attaining a CRFP is a validation for your colleagues and yourself. It allows you to realize what areas you are weak in and should focus on. Simonson: I would recommend it to my colleagues. It gave me a sense of accomplishment and an internal satisfaction.

What do you do for fun in your spare time? Carringer: In my spare time, I like to answer emails and take calls during dinner. Just kidding. I love to spend time with my family, listen to my daughter play the piano and sing, and watch my son play football. Stoyer: Golf, snowboarding and spending quality time with my wife and new daughter. Yoga: I like to spend my spare time with my family, read or jog. Simonson: If I have spare time, I like to golf. I enjoy spending time with my wife, children and grandchildren. My wife and I always have a project of some sort going on around the house. We just have to stay away from fountains. Every time we put a fountain in the yard, we sell the house and move. I'm tired of moving. Kearney: I am in a transitional time now that my children are grown up and out of the house. The batting cage is coming down, and I will start gardening again. I like to bike down to the beach, ski, cook, work in my vegetable garden, walk the boardwalk with my wife, and relax around a fire with friends, a glass of wine or beer and an occasional cigar.