

Facilitator — February/March 2013**CRFP Spotlight***Jay Andruk*

What other restaurant companies have you worked for prior to your current position?

New England Dough, dba Krispy Kreme Doughnuts; J.P. Food Service, dba Little Caesars Pizza; and several other small, independently owned establishments.

After spending so much time in restaurants, do you cook? If so, what is your best dish?

I don't think of myself as a great cook, but I do have a knack for throwing together everything left in the fridge and ending up with a fantastic meal!

What was your first car?

A worn-out, rough-looking 1981 Dodge Aires. My favorite car was a 1985 Chevy Monte Carlo V8. I hope to have another one of those someday!

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

Definitely the preparation during our application process for both the Texas Award for Performance Excellence and the Malcolm Baldrige National Quality Award. Our team and I put in countless hours making sure we were prepared for both examinations. Our company had great support from all team members in all departments, and through our hard work and determination K&N Management was able to achieve our goals and take home both awards in 2010.

If you weren't a restaurant facility professional, what you would be?

I would probably still be in restaurant management. I have always loved the fast-paced, guest-oriented nature of the restaurant industry.

What was your very first job?

I started delivering newspapers in my hometown when I was about 12.

What is the best advice you ever received?

"Do what you say you are going to do when you say you are going to do it." Words of wisdom reinforced by one of our company owners, Ken Schiller.

To what would you attribute your success in achieving your CRFP?

Many years as a hands-on General Manager in a variety of restaurant buildings and my three years of facilities management here at K&N. Also, several hours a week of serious studying for a few months before the exam!

Would you recommend attaining a CRFP to other colleagues? Why?

Absolutely! The knowledge I gained in preparing for the exam has been great. I have already put many of the things I learned into practice and intend to continue to do so in the future. Also, the need to gather CEUs to keep the designation helps to motivate you to keep learning.

What do you do for fun in your spare time?

I snow ski as often as I can get up to the mountains in the winter. While at home in Texas, I like to spend my spare time jumping out of perfectly good airplanes!

What's the one thing most people would be surprised to learn about you?

Besides that I've jumped out of an airplane more than 150 times? I have a wonderful family who have all moved to Austin from the Boston area in the last seven years. This includes three sisters, their husbands and kids, my parents, and even my next-door neighbor and her husband from our hometown. I was fortunate enough to find a wonderful wife right here in Austin as well. Austin really is the place to be!