

Facilitator — April/May 2014



CRFP Spotlight

Jeff Dover

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

I've worked for Metromedia Restaurant Group (Ponderosa, Steak & Ale, Bennigan's), TGIFriday's, Fuddruckers and Monument Restaurants (Five Guys Burgers and Fries).

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

Since I am in the restaurant industry, I feel

it is my duty to support it for every meal of the day. Seriously, my wife Joy and I love to eat out, but she generally handles the cooking. I'm fine on the grill.

What was your first car? A 1974 orange Vega hatchback. I had to put in a quart of oil at almost every fill-up, but it did make it to 100,000 miles.

What is your all-time favorite movie?

It's hard to have just one, but "Blazing Saddles" and "Midway" are No. 1 and 1A.

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

The toughest challenge was having to lay off good people during hard financial times. Facilities related, natural disasters have been brutal, but staying calm and working through the primary issues worked well.

If you weren't a restaurant facility professional, what you would be? A UPS delivery person. I love to drive, and it would provide some exercise as well.

What was your very first job?

I was a busboy at the local Red Lobster. I lasted one week. It was too many hours (60) for a part-time job in high school.

What is the best advice you ever received?

Anything my wife tells me.

To what would you attribute your success in achieving your CRFP? Working almost 30 years in restaurant facilities departments with very knowledgeable supervisors, peers and contractors.

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

I highly recommend attaining a CRFP. The studying alone will benefit you tremendously and will expand your knowledge in areas where it's needed. Today's facilities managers need a vast amount of expertise in so many areas, and this certification addresses all of them.

What has been the most significant change in the restaurant industry and how has it affected

your job?

There have been two major changes that I have noticed. Computers and cellphones have dramatically improved the communication and time required to complete jobs. And the facilities managers today need to be experts in so many different areas, e.g., general repair and maintenance issues, security, janitorial, music contracts, energy management systems, procurement and more. They are the ones everyone calls for everything. This is why RFMA fits in so well with restaurant facilities professionals.

What do you do for fun in your spare time? I love playing golf, watching Ohio State Buckeye football, reading and spending time with family.

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

I grew up with two high school buddies who became somewhat famous: Brady Hoke, the football coach at the University of Michigan, and Robert Patrick, the actor.

Interested in testing your restaurant facility management skills and achieving CRFP designation? For more information, go to: www.rfmaonline.com/?page=CRFP_Designation