

Facilitator — December/January 2014



CRFP Spotlight

Bob Forville

What other restaurant companies have you worked for prior to your current position? I was a Facilities Manager/ Director for Chi Chi's and East Coast Facility Manager for Red Robin. I also operated my own business in restaurant facilities repair and services and worked as a private consultant for Rock Bottom Brewery, Ruby Tuesdays, Hooters, and Riverside Wellness and Fitness Center.

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

I am a pretty good in the kitchen (except for doing the dishes). My family enjoys my slow-cooked Southern-style ribs.

What was your first car?

An ugly blue '61 Comet. It was better than walking or bumming rides.

What is your all-time favorite movie?

Star Wars. I never get tired of watching the series.

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

I had to take over and complete a \$1.7 million remodel working with incorrect drawings and a general contractor who wasn't getting the job done. It took me 17-hour days for three solid weeks to get it finished. Rebuilding after a major fire was also challenging. Both situations called on my years of experience in the field. I didn't accept anyone telling me that it couldn't be done.

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

I would have my own full-service restaurant facility repair business with employees. That's the only reason I went back to the facilities management field when I had my own business; I was a one-man show.

What was your very first job?

I worked in the tobacco fields of our family farm in North Carolina; I don't miss those good old days at all!

What is the best advice you ever received?

You don't learn anything with your mouth open. (Not that I always abide by it.) Also, don't confuse activity with accomplishments. I see lots of facilities managers just spinning their wheels over small stuff. Make your time count.

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

I have years of hands-on experience that helped me learn all systems necessary for

restaurant operations. My education has been in the electrical and construction field, and with a naturally inquisitive mind, I want to know what makes things tick. I never accept it is what it is; I'm always looking for a better mouse trap.

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

Yes. The CRFP certification shows you are competent in the facilities management field and have knowledge in all areas of facilities service and repair. It's a very thorough test.

What has been the most significant change in the restaurant industry, and hide from our pagers now). Of course, the bottom line has been harder to hold.

What do you do for fun in your spare time?

I love going to the Outer Banks of North Carolina to relax and do a little fishing and playing with our grandchildren and children. My kids always make it a priority to be there, and it's nice to have them all in one place together.

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

Most would probably be surprised to learn that I did personal body guarding for many top music stars in my 30s while I was teaching martial arts.