

## Facilitator — December/January 2011



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### CRFP Spotlight

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

None. I operated a restaurant in Albuquerque many years ago, but prior to Panda I worked on the service side of the business in HVACR and cooking equipment repairs. For a long time, I liked being on the service side and was not too interested in the restaurant side. I would not trade the experience I gained in service for anything, but now I truly love applying my background to better manage facilities.

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

I love to grill a lot of food, including vegetables. Being around the restaurants has given me insight into cooking techniques and how to better use spices I have at home.

What was your first car?

That one I will never forget: a 1969 VW Bug. It was a hand-me-down from my sister to me, and then it went to my brother. I painted it red and put a loud muffler on it, but dad would never let me chop it up and make it a dune buggy. My first new vehicle was a 1979 Chevy Big 10 truck named Old Blue. I sure miss Old Blue!

What is your all-time favorite movie?

That's a hard question. For some reason, I like watching "The Abyss," but mostly I enjoy old westerns.

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

My biggest challenge was not so much a specific incident rather than those problems that cause the closure of a restaurant location. Generally something goes drastically wrong, and the first reaction is the worst-case scenario regarding cost and recovery time. It's important to be the calm voice of reason in these situations—someone who can look at the entire state of affairs, consider what resolutions have been thought of and then create an alternate solution that will cut time or cost. It is very satisfying to unite the resources and minds involved to find the best solution.

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

A cowboy, of course! I grew up around ranching and horses. A little-known fact about me is that my degree from Texas A&M is in Range Science and Ranch Management. Now I manage stainless steel, stucco and tile instead of cows, but I will never lose my love for that time in my life when I rode a horse every day for work.

What was your very first job?

Aside from mowing a 1-acre front yard by hand to earn some allowance, my first real paying job was as a helper in a diesel mechanics shop. We had the contract to repair all the town's garbage trucks, and as the low man on the totem pole I got the job of cleaning the underside of many dirty trucks so we could pull their transmission. That's when I decided I better learn a lot more and get out of that mess.

What is the best advice you ever received?

If I can ever live up to the example my father set through his actions, I will be doing well. He did not have to give much advice for me to see the value in living an honest life, offering service to others in a selfless manner.

Being in the Panda organization and following the principals of the Seven Habits, as well as living a healthy lifestyle, helping others and leading a life of continuous learning are certainly a path to a successful, joyful existence.

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

Learning and more learning. Every day something new comes my way, and I am compelled to learn all I can about any given subject or issue. For example, I am not simply satisfied to know that an ice machine makes ice, I have to know exactly how it makes the ice. If you learn how and in what sequence things work, you truly begin to understand and at that point you work or speak from knowledge.

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

I certainly feel it is an outstanding achievement to have this designation for facilities professionals to demonstrate their knowledge as it relates specifically to restaurants. As a measurement tool, it allows employers to recognize the accomplishment of their facility managers, and as a facility manager, it demonstrates to your employer or potential employer your level of understanding of our industry as it relates to restaurant facilities.

As the program moves forward, I am certain this designation will be highly recognized as a career achievement for anyone who successfully becomes certified.

What has been the most significant change in the restaurant industry, and how has it affected your job?

Competitiveness and reaction to the economy has been challenging to all restaurants. Facilities professionals have had to adjust strategies and work with reduced budgets while still maintaining stores in their best condition.

What do you do for fun in your spare time?

I always thought rock climbing was interesting, and in March I met a climber who invited me along to try it out. Since then I have enjoyed climbing every free weekend I can and explored and climbed in many beautiful areas in Arizona.

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