

## CRFP Spotlight

*Bryan Huseman*

What other restaurant companies have you worked for prior to your current position? YUM Brands/Pizza Hut.

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

Yes, I do. My favorite thing to cook is a turkey on the Weber grill. It's especially fun trying to keep the temperature high enough when cooking in the snow.

What was your first car?

My first car was a family hand-me-down. It was a 1972 Pontiac Catalina with amazing acceleration in the 60 to 90 mile-per-hour zone, not that I ever did that, and when I moved, everything I owned fit comfortably in it.

What is your all-time favorite movie?

Perhaps the best way to answer this is to tell you my favorite cable network: TCM Turner Classic Movies channel. I love to watch old movies and see how many things have changed over the years.

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

There are a number of very specialized skills I have acquired over time. It is always very difficult to set those skills aside when they become unnecessary or outdated, but it helps to use those lessons in some way to give me a slightly different perspective when working to master new challenges.

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

I would still be in a profession that allows me to provide a service, build capability and learn about different cultures and people.

What was your very first job?

I worked for a contractor, digging out residential basement walls that were caving in. It's one of those specialized skills noted earlier that was replaced by a backhoe. I learned to throw the dirt far away at the beginning to leave enough room at the edge when the hole gets deep.

What is the best advice you ever received?

My roommate's father was a finance professor. For graduation he advised me to change my job every five years. He didn't mean the occupation or where one works. He taught me the importance of continuously re-inventing the work you are doing so that the same job title does not match the job description from five years before.

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

It's important to become exposed to completely different areas of learning. The facilities profession calls for a very broad knowledge base.

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

Yes. Going through the testing process can help one identify areas of opportunity. Facility positions can vary so much from place to place, so it's easy to develop a blind spot in knowledge and not even know it.

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

One big change is the storage capacity of computers. There has been an explosion of data that is now available to every individual. This has created multiple challenges that include creating effective tools with data, learning to separate the wheat from the chaff and retaining effective communication using just the right amount of information.

What do you do for fun in your spare time?

Long-distance bicycle riding is one of my favorite activities. It suits what Dave Pelz would call my "grinder" personality.

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

When people look at my CD or book collection, they are surprised to find that there is no single theme. I love to dabble and explore in all different genres.

What is the most challenging situation you've ever faced in a facility or on the job? How did you handle it? One Panda restaurant operates in a city that uses green technology in their waste treatment plant. The plant adheres to stringent monitoring of the type of waste entering the plant, thus they mandate that all restaurants in the area be inspected weekly. Any facility found non-compliant of permissible waste is fined \$250 per inspection.

The Panda at this location began to fail inspection of the permissible grease trappings, which created great concern within Panda's community—especially when we wholeheartedly support technologies minimizing the human footprint. As a first step, we took immediate measures to train our operators on the proper cleaning procedures and installed drain nets to catch even the smallest particles of rice. Both actions were to no avail. We then tried enzymes and bacterium, increased grease trap pumping and outsourced water quality companies to verify our readings. All attempts were unsuccessful, and we were accumulating hefty fines all the while.

To complicate matters, I was required to meet with the city inspectors and city council members several times to explain why this issue could not be resolved. Panda shared its grease trap with a donut shop next door and we asked what they were doing. It hit me like a meteor when I discovered they were dumping frosting and cake mixes directly into our trap, causing all the previous unexplained crazy readings. I could not prove any of it in the beginning, but shortly thereafter the shop went out of business and miraculously we had normal readings again. We were then able to prove definitively that it was the donut shop from the beginning. Armed with this new information, I was able to negotiate a deal with the city to minimize Panda's fines. Moreover, city inspectors took us off their black list.

If you weren't a restaurant facility professional, what you would be? I would still be in the HVAC and refrigeration industry. I love the instant gratification I get when I'm able to size up a piece of equipment and fix it on the spot. I also love to be on the move, visiting different areas and meeting new people. I could never survive in an office environment; it's too stuffy for me. Besides, this profession assures job security anywhere you end up...even in the South Pole.

What was your very first job? I worked as a laborer on a construction site with my older brother Jim, who used to stack houses. I still remember my first day at 15 years old working on a two-story house in Las Vegas. There I was, pulling trusses across 30 feet of 2x4 with my weak knees and slight fear of heights, when my balance started to give way. As I started to fall, I grabbed the truss instinctively, not realizing I was pulling my brother too. He started to lose his footing and pulled back to balance himself, but ended up knocking me off the side of the house. No fear, I climbed my way back to the top and finished laying out the trusses and put them into place. It was hard work, but I was a very proud 15-year-old with money to impress my girlfriend.

What is the best advice you ever received? My father has always told me, "Never half ass anything you do in life! If you work harder than the guy next to you and stay positive you're going to succeed!" Ironically, the founder at Panda says, "The way you do anything is the way you do everything." I find both to be quite inspiring.

To what would you attribute your success in achieving your CRFP? My positive attitude and perseverance, along with 17 plus years of experience as a facilities manager and my background in mechanical contracting. Working in the HVAC industry has provided me with a well-rounded understanding of all aspects of a facility. Being one of a few who has passed the CRFP during the beta testing stage and doing it without a study guide was nerve racking to say the least.

Would you recommend attaining a CRFP to other colleagues? Why? Yes. It is a badge of honor to achieve, and it is something that will help showcase your talents to current and prospective employers. It shows how you are continually learning in our field and networking with other FMs with a common goal to make our facilities the best they can be.

What has been the most significant change in the restaurant industry, and how has it affected your job? The slowdown in the economy really affected everyone. We all had to do more with less.

What do you do for fun in your spare time? I love to play sports, especially basketball, football and baseball. I love to snow and water ski; I own a boat so I try to get out to the lake as often as possible. I love pretty much any outdoor activity. I am a very active person and I love to travel, which is a good thing in this job. I love to learn and experience new things.

What's the one thing most people would be surprised to learn about you? I do not like to fly. With my job I am in the air a lot, and when I first started traveling I was scared to death to get on a plane. Now it's not so bad, but I still prefer to have my feet firmly planted on the ground.

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