

Facilitator — October/November 2011



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CRFP Spotlight

What other restaurant companies have you worked for prior to your current position? Fortunately I am starting my 20th year with Wendy's. I started as a maintenance tech and worked up to a facility manager and now have been given an opportunity to learn the construction side of the business as a field construction manager.

Prior to Wendy's, I was a refrigeration mechanic for Hussmann.

After spending so much time in restaurants, do you cook? If so, what is your best dish? Being from South Louisiana cooking is part of the culture, even for men. What little cooking skills I have, I give credit to my mother and grandmother who I have and still go to for tips and recipes. Unfortunately since leaving Louisiana more than five years ago, I do not cook as much as I used to because of a lack of time and not having a crowd to serve. I don't know what my best dish is as you would have to ask others, but I enjoy preparing all southern Louisiana favorites, such as red beans and rice, jambalaya and any fresh Louisiana seafood I can get my hands on. I also enjoy grilling and barbecuing on the weekends.

What was your first car? My first car worth mentioning was a Mazda RX7.

What is your all-time favorite movie? "Animal House" is up there on my list, but I enjoy any movie that makes me laugh.

What is the most challenging situation you've ever faced in a facility or on the job? How did you handle it? I think every day is challenging in this business, but what stands out the most is Hurricane Katrina in 2005. At the time, I was a Senior Maintenance Tech for Wendy's in New Orleans. Looking back, most of what I saw and did after the storm is a blur, like it is for most people that experienced this.

Though my home was uninhabitable due to tree damage, I was fortunate enough to live north of Lake Pontchartrain and did not experience the flooding and devastation that the City of New Orleans did. I would love to tell everyone what we as an organization did to prepare for this storm; unfortunately because of the size of this disaster, it would have not made a difference.

If you weren't a restaurant facility professional, what you would be? I'm not sure, but it would have to be something as challenging as I do now, because I get bored easily.

What was your very first job? I worked at a local tire shop in Metairie, La.

What is the best advice you ever received? Shut up ... and listen!

To what would you attribute your success in achieving your CRFP? The very talented people at Wendy's, who I have had the pleasure of working with and learning from over the last 20 years. This, along with the internal drive I have to challenge myself to get better, learn more and see how far I can go in my profession.

Would you recommend attaining a CRFP to other colleagues? Why? I would definitely recommend the CRFP designation. In today's competitive marketplace, I think you need to take advantage of any opportunity to highlight your skills, other than your past work experience. As far as I know, there are no other certifications available for restaurant facility managers, and CRFP gave me that.

Another advantage the CRFP gave me was some insight into other restaurant facility manager competencies that I have not come across due to the fact that I have been with one brand almost my entire career.

What has been the most significant change in the restaurant industry, and how has it affected your job? The biggest change is the sheer competitiveness of the restaurant industry. This has forced us in the facility part of the business to look for every advantage to cut overall cost and to work smarter and more efficiently.

What do you do for fun in your spare time? I love to cook and fish (though I have not had much time to do either since leaving Louisiana) and hang out with family and friends.

Another passion I have is college football. I am an avid LSU Tiger Fan (Geaux Tigers!) and enjoy the entire SEC. Did I

mention I'm also a Saints Fan?

What's the one thing most people would be surprised to learn about you? I guess the fact that I am shy, which does not come across while I am working since I am very goal-oriented and driven.

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