

## Facilitator — August/September 2014



### CRFP Spotlight

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

Noodles & Co. and Panera Bread.

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

My wife cooks; I bake—mostly pies and cookies. The family on both sides requests Christmas cookies every year. The favorite is a lemon curd cookie.

What was your first car?

I was the youngest child and played elite soccer and hockey growing up. I spent all my money on the summer team programs. I didn't even get my license until I was 18. The first car I got was right after college: a 1995 Dodge Avenger. The engine blew within a couple months of moving to Colorado. It wasn't suited for the mountains.

What is your all-time favorite movie?

I'm not sure I could narrow it to just one. I am a huge fan of Mel Brooks ("Blazing Saddles" and "Spaceballs") and Monty Python ("Life of Brian"). As for serious movies, "Last of the Mohicans" is a top one.

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

I have been fortunate to work for companies that do not have locations in hurricane territory and flood plains, so my life has been somewhat tame in that regard. One of the most challenging times I had was when Qdoba and our parent company, Jack in the Box, merged facilities departments. It was a high-profile project, and every location would be affected. There were several departments that had to work together, including both facilities teams, operations, HR and accounting. We went from test to fully operational in 325 locations in just 6 months.

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

I would be a teacher.

What was your very first job?

Washing dishes at a little café in Columbus, Ohio. We would get in mashed potato fights at closing time. It gave me good insight into the types of things that "could" happen in a commercial kitchen.

What is the best advice you ever received?

"Well done is better than well said"—Ben Franklin.

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

I was a part of the original group tasked with creating the CRFP program and test. The whole

process was an eye-opening experience. The sheer amount of knowledge we need on any given day is astounding. The best way I find to achieve any goal is step-by-step. Study one section at a time, and sneak in previous info every once in a while to break things up.

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

Absolutely. The CRFP has helped me in every stage of my job, from daily situations to writing job descriptions and reviews.

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

Technology innovation on the equipment side is a constant. It's always been there. The software platforms for asset management, I think, are the game changers over the last five years. It gives so much more insight into our area. It sheds light not only into individual assets, but also the service providers working on those assets. The platforms have evolved to be more user friendly. And even if a smaller restaurant concept cannot make that capital commitment, there are a lot of service providers that have their own now.

What do you do for fun in your spare time?

I abuse the crap out of myself, taking part in mud-runs and paintball mostly. I have three races on the calendar this year. I play paintball monthly and always schedule a special game on conference weekends in the host city. There's nothing quite like chasing someone down in the woods and shooting them to get yourself ready for a weeklong conference. And I do both in a kilt.

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

I'm an introverted artist. I mostly make metal sculptures and ceramics. It's always amusing to see someone's face at the jobsite when you tell him or her you learned to weld at art school.