

Facilitator — October/November 2010



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CRFP spotlight

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

I've worked for York Steakhouse (during high school) and Metromedia Restaurant Group (Ponderosa Steakhouse, Steak and Ale, Bennigan's).

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

My wife, Sue, is the real gourmet; however, I do enjoy grilling. This probably comes from my days as a broiler chef at York Steakhouse. Some of my favorite things to grill are rib-eye steak, shrimp, asparagus and corn.

What was your first car?

My first car is one I wish I still had, a 1970 Olds Cutlass "S".

What is your all-time favorite movie?

My favorite movie is "Star Wars," but come December, it has to be "Christmas Vacation."

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

The most challenging situation would have to be disaster recovery from hurricanes. In my time at DARDEN, I have been involved in three or four hurricane events. Each was different as to the intensity of the storm and the resulting damage.

In my opinion, the most important thing that a facilities manager does is remain calm and be reassuring to those most affected by the storm and the resultant damage. Careful planning and communication with the restaurant support center, operations, vendors and contractors are important as you need to be aware of the storm strength, path and timing.

Once the storms cleared and it was safe to get into the area, I quickly assessed the damages and brought in appropriate vendors to get the restaurants cleaned up and operating as soon as possible. Any disaster recovery is a challenge to a facility professional, and the ability to handle it comes from knowledge and experience.

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

My dream job is to be the lead guitarist in a rock band, but because of my limited musical ability, I would be in computer technology.

What was your very first job?

My first job was at York Steakhouse, working as a busboy, dishwasher, chef and—believe it or not—I would perform minor repairs to the equipment and building.

What is the best advice you ever received?

After being in the restaurant business for 28 years, the most important thing is to treat everyone with respect. It is such a small world that it is not surprising for me to do business with someone that I had worked with 20 years ago.

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

I would have to say the many years that I have had in restaurant facilities. I was able to draw from not only my education in environmental technology, but also the hands-on experiences that I've had over the years.

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

I would definitely recommend going for the CRFP certification because the test itself will challenge you and give you a good idea as to the knowledge that is needed to be a CRFP. It can help guide you to areas where you can further your education.

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

The number of choices in dining options for a consumer has increased dramatically. Because of this, it is so important that restaurant facilities be maintained to a higher standard, and in a way that is cost effective for the owner.

What do you do for fun in your spare time?

I enjoy boating, playing guitar, movies, football, attending various sporting events at Texas Christian University, and volunteering at my church and "Kids Who Care" musical theater.

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

People would be surprised to learn that I am a humorous kind of guy, but for some reason my family often fails to see my humor.

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