

## Facilitator — December 2015/January 2016



### CRFP spotlight

*Carl LeBoeuf*

What do you enjoy most about your job?

I enjoy working with our facility team. Each member of our team brings a unique set of skills that complement one another so that we work as a cohesive team.

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

I was an Operations Manager for an inland marine transportation company, and I also worked as a Construction Project Manager for a high-end outdoor living company.

When you were new to the industry, what was the most surprising thing you learned about the restaurant world?

I was surprised that guests at each restaurant notice even the smallest changes.

What is your all-time favorite movie? "Goodfellas."

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

A vehicle hit our building and took out power to the restaurant. We followed our proven processes and brought in our food truck, and the team did not miss a beat. It was a job well done by all team members under very challenging circumstances.

What is your favorite work-related app?

My favorite work app is Google Maps. The app saves me time by helping me bypass heavy traffic areas.

What is the best advice you ever received?

Do what you say you will do when you say you will do it.

Who is the most impressive person you have ever met? My wife, Loree, who cheers me on every day, and raises our three girls.

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

I believe it is very important, if not critical, to stay on top of changes in the industry. My Facility Manager, Jay Andruk, has been instrumental to my success because he has always stressed certifications and personal growth through education.

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

Yes. The CRFP provides you with a baseline of knowledge, which enables you to address any areas of weakness. I believe that in order to be an effective leader, you must continue to improve on your areas of weakness. The CRFP enables me to continually improve my skills through its continuing education program.

What do you do for fun in your spare time? My wife and I enjoy participating in our three girls' lives. I also enjoy golfing and hunting when I can find the time.