

# CRFP Spotlight

Get to know some of our recent CRFP designees! We are excited that more of our members are joining this distinguished group. We credit their knowledge and experience, as well as their initiative for taking advantage of our online learning modules.

Jeff Wells, CRFP

Clockwise: Wells and his wife, Bonnie, enjoying the PGA Championship at Quail Hollow in Charlotte, N.C.; deep in thought at the beach; Wells' '64 Mustang; with his wife, heading to Alaska.

CRFP Designees honored at RFMA 2018

The individuals below earned their CRFP designation during the past year and were celebrated at RFMA 2018 in Phoenix. It is through a combination of knowledge, experience and preparation that these distinguished professionals have achieved this honor.

Ray Hodges, CRFP

Clockwise: Hodges and his wife at a Titan's game; Wells on vacation with his children; Hodges' 2017 family photo; Chilli's RFMs at an annual conference.

John Getha, CRFP

From top: Getha boating on Lake Powell; his wife, Patti, trout fishing on South Tongue River; the three adventurers at Bryce Canyon; Getha's first grandchild, Jonah; Getha and son Ian at Mount Rushmore.

Kelli Rivera, CRFP

Clockwise from top: Rivera and daughter, Kaitlyn, being silly as always; Rivera and her family carrying their mom, Sharon; enjoying a coffee tasting with her Starbucks store partners in Tampa; Rivera and her loving and supportive family, Michael, Rob Rivera and Kaitlyn; Universal Studios Orlando with husband, Rob, step-son, Michael and daughter, Kaitlyn, taking on the Hulk; RFMA Nashville: Rivera, Shane Hoppe, Kristina Kidd and Valerie Schoenholtz at the Vendor Sessions.

## Congratulations to Our CRFPs

John Getha, CRFP — Consultant, North Scioto River Enterprises

Ray Hodges, CRFP — Regional Facilities Manager, Brinker Int./Chili's

Kelli Henry Rivera, CRFP — Facilities Services Manager, Starbucks Coffee Co.

Jeff Wells, CRFP — Senior Director of Facilities, Bojangles'

What do you enjoy most about your job? Getha: Being able to use 40 years of experience in the facility maintenance field to help companies improve their facilities services or programs. Hodges: Working with my team. We have amazing support from the facilities side and amazing partners on the operations side #Chiliheads! Rivera: I celebrated my 11-year anniversary with Starbucks in February, and although facilities can be known to be a thankless and demanding career, Starbucks creates a developmental workplace environment that is rewarding beyond just benefits, salary and education. The company creates a heartfelt connection with each and every partner, community and store environment that I have an opportunity to elevate each and every day. I don't consider it just a job—it's my family. And of course, I love my lattes, protein packs, refreshers and my newest favorite breakfast, sous vide egg bites (egg whites and red pepper). Wells: Being able to serve others. When operations calls, you can be sure they have an issue and they are looking to my team for the solution.

What other companies have you worked for prior to your current position? Getha: Most recently, almost 25 years with Wendy's. Hodges: I spent 16 years on the vendor side of the industry, with the last six of those focusing on restaurant support. Rivera: Prior to knowing what a facilities career was, I worked at Bojangles' Chicken (first high school job), Finch Industries (cabinet manufacturer), Advantis, IBM GNS Services, AT&T GNS, AimNet Solutions/Cognizant (when I thought I would end up with an IT career), and then came facilities: CRS – Consolidated Repair Services with Ron Wilhite and Eric Schechter (awesome mentor), Facility Master (diversified maintenance), Benise-Dowling Painting (Atlanta), Advanced Power Technologies/APT (Devin Grandis, another awesome mentor and friend). Then I finally came "home" to Starbucks, which happened to be one of my customers for years. Nicole Thompson-Floyd hired me 11.5 years ago; she is another amazing mentor and friend. I'll never forget my initial interview with Jeff Powellson, who gave me great encouragement to start my facilities career at Starbucks. Wells: Bojangles' for 10 years, and Hardee's for 25 years.

When you were new to the industry, what was the most surprising thing you learned about the restaurant world? Getha: How much goes into getting a restaurant ready to open each day. In the early years of my career with Wendy's, I worked every day in the restaurants as a maintenance technician. I was always impressed by what looked, at first, like chaos all come together just as the doors opened. Also, the impact that facility maintenance can have on the customer and employee experience, both good and bad. Hodges: How much processes, procedures and properly functioning equipment affect the overall operation of a restaurant, from portioning to preparation, food times and guest interactions/experiences. Rivera: The passion, commitment and loyalty that customers have to a brand, and how facilities can greatly impact that experience for the customers and the employees (or partners, as we refer to in Starbucks) every day. How we have such an opportunity to grow—especially related to technology. Restaurants are still in the infancy stage when it comes to technology, and millennials could teach us a few things. Wells: How fast-paced it was, how fast you could move up and how rewarding it could be.

What is your all-time favorite movie? Getha: "Armageddon." I love movies in which regular people are called upon to do heroic things, and they rise to the occasion. Hodges: "Rocky IV" (best movie soundtrack as well). Rivera: That's a tough one. It's a toss-up between "The Outsiders," "Scarface," "Goodfellas" and, of course, "Old School." Wells: "The Green Mile."

What is the most challenging situation you've ever faced in a facility or on the job? How did you handle it? Getha: Change in ownership/ leadership. The uncertainty these changes can create is difficult to navigate, especially when there is major restructuring. The thing that has helped me the most is keeping an open mind, not engaging in the rumor mill and staying focused on what I can control. In addition, I do not miss an opportunity to communicate to the new leadership what the facilities team does and where we are headed. Hodges: At an older location on the second level of a mall, the landlord closed us down due to drain leaks to the tenants below. I flew down immediately and organized three separate contractors to come in ASAP. They worked in different areas of the kitchen and jackhammered. They replaced all deficient floor drains and the drain lines below the slab. Then, they sealed the floors to prevent future issues. We opened the location back up in 2.5 days to minimize losses. Rivera: The hurricanes of '04. It didn't matter if you were on the vendor/supplier side or the customer, everyone worked together through some of the most difficult back-to-back hurricanes in Florida while ensuring the safety of our own families and homes. Wells: Coordinating clean up and repairs after Hurricanes Matthew and Florence, by lining up my resources. I had four contractors lined up, two roofing companies and three companies lined up for restoration and mold treatment. I had a pre-hurricane meeting with our insurance company and

adjusters before the storm hit. I knew exactly what dollar figure I was authorized to spend, and what I would have to wait on for the adjuster to visit.

What is your favorite work-related app? Getha: Excel. It is a great tool for taking large amounts data and filtering, sorting and performing calculations to do systemic trend analysis. From this, you can create graphs that are very powerful when communicating these trends and getting the needed executive support to do something about them. Hodges: BatchGeo. It allows me to upload an Excel spreadsheet of my 96 locations to one common map and includes all vital restaurant information. Rivera: OneNote is amazing so far and available remotely via PC, phone or tablet. Our team uses it regularly. Wells: Numbers.

What is the best advice you ever received? Getha: "Own it." My parents raised me by example. Whether it is your decisions, actions, failures or successes, you need to own it. Hodges: Don't wait until you "think" you are financially ready to get married and have kids. If you know she is the one, go for it. You will figure things out. Seventeen years and two teenagers later, I thank God every day I listened to that advice. Rivera: "At the end of the day, a toilet repair is just about a toilet that needs to be fixed. Don't sweat the small stuff. Just make it happen, with sense of urgency, keep smiling and don't let it affect your personal health, well-being and family life." A few other classics: "We can't fix dirt" and "Don't burn any bridges." Be humble, gracious to one another. It's such a small industry—many of us have worked together and become friends over the years. You never know who needs your support or is going through a tough time. Get a mentor and be a mentor. Wells: If you do not have time to do it right, when will you have time to do it over?

Who is the most impressive person you have ever met? Getha: My father. He was truly fearless and had integrity that ran very deep. He also treated everyone with great respect. No matter the background or status of a person he was genuinely interested in their point of view. If it was a viewpoint he had not yet considered, he would use this information to continue to learn and grow throughout his entire life. Hodges: Celebrity wise, Joe DiMaggio. But my dad is where I get my work ethic. Rivera: Besides Betty White, so many. For me, it's always people who go out of their way to help me, or a person with a graceful heart and without looking for anything in return. It's not money, power, looks or title that impresses me. It is, and always will be, the heart. #iwanttobebetty. Wells: George H.W. Bush.

To what would you attribute your success in achieving your CRFP? Getha: Advice from others on how to approach studying for the exam and having had the opportunity to be exposed to many different aspects of facility maintenance over my career. Hodges: A fellow RFMA member

recommended I join RFMA while I was a vendor. Then, I decided that I would work hard to study and obtain the CRFP designation and make the career transition to facilities. Rivera: Outside of my own desire for the challenge, I thank my boss, Valerie Schoenholtz and our Starbucks leadership team for allowing and encouraging my development throughout each year. Wells: Determination, lots of studying and utilizing other resources.

Would you recommend attaining a CRFP to other colleagues? Why? Getha: Yes. Even with all my years in this industry, earning my CRFP helped me learn new concepts and a few new ways of doing things better. I also believe the importance of this certification will continue to grow in the restaurant industry. Hodges: Yes. For the sense of accomplishment, to continue education and to gain comradery with other CRFPs. Rivera: Absolutely! It's an awesome opportunity to learn more in our industry. Just when you thought you knew it all, it reminds us that ongoing education is essential to growing in our role. Wells: Yes, I would highly recommend it. It helps you have a thorough understanding of every facet that goes into properly maintaining a building, from parking lot to roof and everything in between!

What do you do for fun in your spare time? I love spending time with my family and being outdoors, camping, hiking and boating. Hodges: I enjoy family lake time; I'm a Titan's season ticket holder; I play in a pool league and I enjoy golfing. Rivera: Spend time with my husband, Rob; daughter, Kaitlyn; step-son; Michael; and our 14-year-old Bichon, Casey. Of course, I call my mom every day! Rob and I got married in June 2017 and have been having a blast since! We love jumping on a cruise ship whenever we get the chance, working out and watching occasional mindless TV like "The Good Doctor" and "The Walking Dead" to get my mind off of that facility list. I love the beach! And I love music. My daughter teaches me the latest and greatest "today's hit music" and reminds me when I need to put my laptop down and snuggle up with her. I still have several bucket list things I need to make happen: learn to sew, play my acoustical guitar again, snow ski (never been), be a better cook, work on those amazing things I find on Pinterest and more importantly, finish my family tree history—who knew I had roots in Canada! Wells: Driving my '64 Mustang convertible, traveling and spending time at my beach house.