

## CRFP Spotlight

*Tom Mulhall*

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.

Congratulations to Our CRFPs

Michael Gimenez, CRFP — Facilities Services Manager, Starbucks Coffee Co.

Leah Haskin, CRFP — Facilities Services Manager, Starbucks Coffee Co.

Jonathan Maeir, CRFP — Facilities Services Manager, Starbucks Coffee Co.

Tom Mulhall, CRFP — Senior Facilities Manager, Starbucks Coffee Co.

What do you enjoy most about your job? Gimenez: The broad range of skillsets that are needed in this position. Every day has a different challenge. I also enjoy the relationships with my operators. We work together to make our store as successful as possible. Haskin: I enjoy that no day is alike. I love getting out into the field and the problem solving required to provide quality stores to our operators. Maeir: I love being part of our Midwest facilities team, a team in the truest sense of the word. We have the most incredible group of people working together and supporting each other on each and every project. Mulhall: Supporting all our partners who work so diligently to provide a magical experience for each of our customers every day, one cup at a time.

What other companies have you worked for prior to your current position? Gimenez: Costco and The Home Depot. Maeir: I've worked in the HVAC and construction field. I started in the HVAC field as a service tech and held service manager and project manager positions in both residential and commercial markets. I was a construction superintendent for a general contractor whose primary focus was building auto dealerships. Mulhall: Toys R Us, Miller's Outpost and HUB Distributing.

When you were new to the industry, what was the most surprising thing you learned about the restaurant world? Haskin: Some things are extremely fast-paced, while other items take more time than expected. Adaptability and patience are required! Maeir: The number of moving parts that need to be in sync 24/7 is staggering, and all it takes is just one to break to slow down or totally stop operations. Mulhall: How critical health and safety standards need to be prioritized, coached, inspected and well executed.

What is your all-time favorite movie? Gimenez: "The Shawshank Redemption." Maeir: "The Hunt for the Red October." It's on my iPad, and I've watched it more than 20 times while travelling. Mulhall: "On Golden Pond."

What is the most challenging situation you've ever faced in a facility or on the job? How did you handle it? Haskin: A car drove through a brand-new store's window! Good suppliers were key! Maeir: One of my stores incurred a punishing amount of smoke damage, and the fire department had to tear apart half the store to locate the source. I worked with our contractors all night to get the store ready to open by morning. It was a valiant team effort. Mulhall: Keeping a drive-through store open for 16 weeks during the winter holiday season while undergoing a major renovation.

What is your favorite work-related app? Gimenez: The Google App. I Google everything from ADA compliance to VLOOKUP. Maeir: The camera on my phone. The ability to instantly send your vendors a photo is taken for granted today, but it didn't exist that long ago. Mulhall: The flashlight.

What is the best advice you ever received? Gimenez: Listen, listen, listen and then speak. Haskin: Treat others like you want to be treated. Maeir: Have fun at work, and always keep learning and pushing yourself. Mulhall: "If man made it, you can fix it."

Who is the most impressive person you have ever met? Gimenez: Ernie Banks. I was having dinner at Harry Caray's Restaurant with my wife. Ernie was sitting next to us. We enjoyed casual conversation, and he provided us with his lifelong learning and philosophies. "Work? I never worked a day in my life. I always loved what I was doing and had a passion for it." "Loyalty and friendship, which are, to me, the same, created all the wealth that I've ever thought I'd have." And finally, "Go, Cubs!!" Haskin: My grandmother. She is the strongest woman I know and is our family's biggest cheerleader. Maeir: My swim instructor growing up was a double-amputee disabled veteran. Mulhall: Starbucks CEO Howard Schultz, of course.

To what would you attribute your success in achieving your CRFP? Gimenez: Teamwork! The Starbucks Midwest Facilities Team, led by Kelly McMahon, set the goal for us to get certified. We studied together and pushed each other in a positive way to achieve this goal. Haskin: The MW team and our review sessions—teamwork at its best! Maeir: Having extensive construction, HVAC and refrigeration experience gave me a great overall understanding of the knowledge and concepts needed to achieve this certification. Mulhall: My mentor and trainer, Kelly McMahon, who took us through all the learning modules.

Would you recommend attaining a CRFP to other colleagues? Why? Gimenez: Absolutely. We always need to challenge ourselves and improve our knowledge. CRFP is a great program to make this happen. Haskin: Absolutely! Being new to the role, the certification has expanded my knowledge, which I have been able to apply to problems I've faced in the field. Maeir: Yes. It's a great way to gain full knowledge and understanding of all the different areas we need to be in-the-know about to do our jobs well, as well as learn about innovations across those industries. Mulhall: Yes! Especially the way I experienced it: We set a team goal to achieve it, and we supported each other along the journey.

What do you do for fun in your spare time? Gimenez: Fun? I'm in facilities; I do not have time for fun. Haskin: My world revolves around my husband, Ben; our 18-month old son, Caleb; and our border collie, Piper. We love taking advantage of city life by dining at new restaurants, visiting taprooms, exploring neighborhoods, hosting dinner parties and enjoying the local parks. When we're not in the city, we

spend our time outdoors as much as possible, traveling and visiting family. South America has a special place in our heart! Maeir: I love traveling with my family and friends. I recently took a six-month sabbatical to visit some incredible destinations, including Spain, Portugal, Vietnam and Alaska. Mulhall: Search for all the available flashlight apps online... Just kidding; I do a little of everything, but not one thing compulsively. I love impromptu events, sporting events, hiking, fishing, motor cycling, old cars, old boats, interior decorating, golfing and on and on.