

RHONDA LASEE

Experience

EAGLEWOOD RESORT & SPA Itasca, Illinois

8/2010 to 3/2016

Director of Conference Services

- Directed a team of event planners, conference floor management, set-up housemen, AV crew, business center concierge and break station staff.
- Member of the executive committee.
- Responsible for annual budgeting, monthly forecasting and annual P&L departmental review.
- Maintained an average meeting and event survey score of 96% or better.
- Responsible for 2.8 million in department revenue and 1.5 million in addition F&B revenue.
- Member of IACC, hosted 2013 annual conference, worked on annual conference planning committee from 2011 to 2015.

CHICAGO RESTAURANT PARTNERS AT MCCORMICK PLACE Chicago, Illinois

3/2008 to 8/2010

Senior Catering Manager

- Serviced 20 conventions with over 4.7 million in F&B revenue first 10 months of 2010.
- Gained understanding of convention center operations
- Assisted in supervision of catering managers & coordinators

PHEASANT RUN RESORT St. Charles, Illinois

7/2005 to 11/2007

Director of Convention Services

- Directed a team of 3-4 convention services managers & an administrative assistant.
- Oversaw operations in exposition center and convention service floor set-up crew
- Forecasted monthly revenue and developed a pace report.
- Exceeded annual budgets.

HILTON ST. LOUIS AIRPORT St. Louis, Missouri

11/2002 to 6/2005

Director of Catering and Convention Services (1/05 – 6/05)

- Worked to achieve revenue maximization.
- Worked with Director of Sales on marketing and advertising.
- Developed marketing plans designed towards goal achievement.
- Designed creative menus and themes to WOW customers.

Director of Convention Services (11/02 – 12/04)

- Detailed all group business of 30 guest rooms and over.
- Responsible for 60% of banquet revenue.
- Assisted sales team by handling inquiries and closing business when needed.
- Secretary and active member of Hilton Employee Care Committee.

MILLENNIUM HOTEL St. Louis, Missouri

5/2001 to 7/2002

Director of Catering

- Managed staff of 3 catering managers.
- Reviewed all business and contracts from the team.
- Designed profitable menus.
- Forecasted and pace reported in relation to goals.
- Pursued new business and encourage repeat business.

ADAM'S MARK HOTEL St. Louis, Missouri

3/1996 to 5/2001

Director of Convention Services (6/00 – 5/01)

- Managed staff of 4 convention services managers and 3 administrative assistants.
- Personally actualized \$1.8 million in banquet revenue annually.
- Team met and exceeded budget every quarter.

- Nominated for and won "Manager of the Quarter" and "Manager of the Year"

Convention Services Manager (10/96 – 6/00)

- Generated extra revenue by pursuing in conjunction with functions.
- Communicated the needs of the client with all departments through banquet event orders, group resumes and internal meetings.
- Forecasted and monitored financial goals.
- Nomination for Hospitality Hero Award Sponsored by St. Louis CVC.

Concorde Manager (3/96 – 10/96)

- Monitored all activities on the concierge level of the hotel which consisted of 110 guest rooms.
- Operated a 32-seat made-to-order breakfast restaurant.
- Supervised concierge staff on the floor.
- Operated private check in desk and learned rooms division operations.

HYATT REGENCY ST. LOUIS UNION STATION St. Louis, Missouri

4/1994 to 2/1996

Assistant Banquet Manager (1/96 – 2/96)

Beverage Manager (5/95 – 1/96)

Banquet Set-up Manager (10/94 – 5/95)

Assistant Restaurant Manager (4/94 – 10/94)

HYATT LODGE AT MCDONALD'S CAMPUS Oak Brook, Illinois

7/1992 to 2/1994

Restaurant/Room Service Manager

HOLIDAY MANOR BEST WESTERN Menomonie, Wisconsin

1/1990 to 5/1992

Bartender

BISTRO AMERICA Batavia, Illinois

7/1991 to 1/1992

Waitress/Hostess

PHEASANT RUN RESORT St. Charles, Illinois

5/1988 to 6/1991

Management Trainee

EDUCATION

University of Wisconsin-Stout, Menomonie Wisconsin

Bachelor of Science: Hospitality and Tourism Management.

REFERENCES AVAILABLE ON REQUEST

TIMOTHY I. MEYER

EXECUTIVE SUMMARY

A senior food service executive with broad cross-functional management experience and significant P&L responsibilities and a distinguished 30-year record in food service operations, A visionary leader who consistently drives change and business improvements in the areas of operations, cost control, revenue, and customer satisfaction. An energetic and innovative thinker who challenges the status quo and transforms business performance through developing and leading engaged, self directed teams focused on providing an outstanding customer experience and constantly searching for ways to improve day-to-day operations.

CORE COMPETENCIES

Team Building
Coaching
Problem Solving
Inventory Management
Client Relations

Contract Negotiations
Personnel Development
Pricing Strategies
Controlling Costs
Menu Development

Supply Chain Management
Financial Analysis
Budget Development
Project Management
Communications

PROFESSIONAL EXPERIENCE and ACCOMPLISHMENTS

General Manager
Fort Lee, VA

CENTERPLATE, INC
2013 – 2014

Directed the on-going food and beverage activities for all Centerplate dining and foodservice operations at Fort Lee VA. Directly supervised a certified executive chef, a retail manager, bar manager, criteria manager and office manager. The program consisted of three integrated operations in "The "Lodge" a one thousand room hotel; A John Harvard's Restaurant, featuring a full bar and pub favorites, "The Kitchen Table", offering comfort foods and several locally sourced menu items in a campus style dining area; and a convenience store. In addition we operated the Bunker Hall Cafeteria serving the students attending The American Logistics University, and an off site Military Entrance Program luncheonette.

- Consolidated weekend servings platforms reducing labor costs by 30%.
- Developed weekly "Happy Hour" specials increasing Pub sales by 15%
- Served as manager of record for all government, state and military licenses.
- Handled all H.R. actions: Interviewing, hiring, annual reviews and developmental issues.
- Utilized various MICROS reports to keep menus viable for both the customer's desires and budgetary requirements.
- In conjunction with suppliers created training programs with check lists for each piece of equipment installed in the "Lodge".

Operational Specialist
Various Locations

UNIDINE CORPORATION – SENIOR SERVICES DIVISION
2009 – 2013

As an internal consultant, inspected and assisted new, and established units to implement and improve their operational procedures to assure optimal customer satisfaction and financial return.

- Served as Director of Dining Services at various new accountants and accounts in transition.
- Implemented proper food handling procedures to meet State Board of Health requirements In various states.
- Established appropriate client relations and tracked and reported weekly requested metrics.
- Led weekly sanitation reviews, reviewed all inventories, and approved all purchases.

Director of Dining Services
River Forest, Illinois

CHARTWELLS/THE COMPASS GROUP
August 2008 – June 2009

Provided the day to day leadership and management of the food and beverage programs in, three different dining facilities and a catering operation at Dominican University, a two campus private college, while directly supervising four management personnel; the assistant director, executive chef, catering manager and office manager.

- Responsible for the continuing education and development of all dining service associates regarding sanitation, food production and guest services.
- Restructured the department from a cost focused into a customer-focused operation reducing food cost by 5% and labor cost by 12%.
- Worked with the Executive Chef and wrote menus based upon item usage and cost.
- Recommended and negotiate board plan rates to ensure required margins.
- Managed all costs associated with the operation (a P&L account) to achieve revenue targets

Dining Court Manager
West Lafayette, Indiana

PURDUE UNIVERSITY
Jan. 2002 to Mar. 2008

Developed the vision, conceptual framework, and operational procedures for the Earhart Dining Court, the first of five major projects in the University Residence's Food Service Master Plan. Provided the administrative leadership for a management team of six administrators, overseeing the serving of more than one million meals annually, with total annual revenues exceeding fourteen million dollars. As a member of the Dining Court Mangers Team participated in the development and revising of system wide policies and procedures.

- Revenues of more than 13M per year
- Captured 36% of total dining services traffic, an 11% increase vs. budget
- Utilizing various TQM/QIP reduced cost per meal an average of 2% per year over a five-year period.
- Managed the labor costs associated with more than 300 associates.
- Redesigned policies and procedures, rewrote position descriptions, and provided the leadership and vision to facilitate an empowered, guest-first culture.
- As a member of Dining Services "Master Planning Committee" assessed impacts of various meal plans regarding student satisfaction, total revenue, and unit utilization.
- Served as Co-Chair of the Showcase Committee for the 2008 NACUFS Regional Conference.
- Developed and updated menus for eight unique dining platforms semi annually.

Director of Food and Nutrition Services
Nassau Bay, Texas

CHRISTUS ST. JOHN'S HOSPITAL
February 1999 through December 2001

Provided the leadership and direction in managing the day-to-day operation of the food and nutrition division, both patient and cafeteria services, at St. John Hospital.

- Replaced Sodexo and led the transition to a fully integrated, self-operating food service operation.
- Composed the Nutritional Policy and Procedure Manual for both St. John and St. Catherine hospitals, assuring compliance to all J.C.A.H.O. regulatory standards were met or exceeded.
- Interviewed and selected the food service management staff for St. Catherine Hospital.
- Provided installation and construction oversight for St. Catherine Hospital in Houston, Texas regarding the installation of all food service related equipment, decorations, and furnishings.
- Served as Group Leader for The Corporate Supply Chain Initiative, negotiating system wide food service contracts and service agreements.

**Category Manager, Food Services
San Antonio, TX**

**ULTRAMAR DIAMOND SHAMROCK
May 1995 to September 1998**

Developed strategic plans to expand food service offerings and increase profits for more the two thousand convenience stores for the following product lines in the Fresh Food Category for Ultramar Diamond Shamrock: roller grill, popcorn, floral, fresh produce, luncheon meats and cheeses, and branded fast food concepts (eateries). Developed store plan-o-grams for products to assure maximum exposure. Met with manufacturers, suppliers and brokers to negotiate the most favorable terms regarding purchase price, rebate dollars, merchandising funds, promotional allowances and slotting fees. Traveled throughout the Southwest to analyze the viability of the category and to assure the corporate standards were in place and being adhered to.

- Utilizing data provided though A.C. Nielsen, Spectra/Market and internal velocity reports, reworked packaged meat and cheese and cheese category, reducing inventory items and improving category Gross Profit Margin by 8%.
- Functioned as Director of Operations for more than 200 deli operations and 42 branded Q.S.R.s.
- Served as the corporate liaison for all product licenses and franchisee agreements, assuring all contractual agreements were being adhered to.
- Developed annual marketing calendar for identification and implementation of promotional activities to maximize sale for the each of the product lines in the Fresh Food category.
- Identified locations for and supervised the construction and grand openings of for all new food service operations.

ADDITIONAL EXPERIENCE

COASTAL MART INC.	Regional Food and Beverage Director
ARAMARK	Director of Dining Services, The University of Houston
THE MEMORIAL HEALTHCARE SYSTEM	Corporate Director, Food and Nutritional Services
COMMUNITY HOSPITALS OF INDIANAPOLIS	Director, Nutrition and Food Services
ADJUNCT FACULTY, PURDUE UNIVERSITY REGIONAL CAMPUSES	RHI 337 and RHI 432
THE METHODIST HOSPITAL	Production Manager
PARKVIEW MEMORIAL HOSPITAL	Director of Food and Nutrition Services
ARA SERVICES	Chicago, Illinois; and Pittsburg, Kansas

FORMAL EDUCATION

Master of Science Degree in Economics, Kelce Graduate School of Business, Pittsburg State University, Pittsburg, Kansas.

Bachelor of Science in Home Economics, Restaurant, Hotel, and Institutional Management, Purdue University, West Lafayette, Indiana.