

Career Profile



VIDEO COVERAGE
Nichole Gumble speaks at
<http://www.chroniclet.com/Nie>

A weekly series devoted to providing information on career exploration

Do You Like

- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate?
- Teaching others how to do something?
- Managing one's own time and the time of others?
- Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things?
- Motivating, developing, and directing people as they work, identifying the best people for the job?

Then This Could Be The Career For You!

The Type of Work

- Schedule and receive food and beverage deliveries, checking delivery contents to verify product quality and quantity.
- Monitor food preparation methods, portion sizes, garnishing, and presentation of food to ensure that food is prepared and presented in an acceptable manner.
- Monitor budgets and payroll records, and review financial transactions to ensure that expenditures are authorized and budgeted.
- Schedule staff hours and assign duties.
- Monitor compliance with health and fire regulations regarding food preparation and serving, and building maintenance in lodging and dining facilities.
- Keep records required by government agencies regarding sanitation, and food subsidies when appropriate.
- Establish standards for personnel performance and customer service.
- Investigate and resolve complaints regarding food quality, service, or accommodations.

Technology

Technology influences the jobs of food service managers in many ways, enhancing efficiency and productivity. Many restaurants use computers to track orders, inventory, and the seating of patrons. Point-of-service (POS) systems allow servers to key in a customer's order, either at the table using a hand-held device, or from a computer terminal in the dining room, and send the order to the kitchen instantaneously so preparation can begin. The same system totals and prints checks, functions like a cash register, connects to credit card authorizers, and tracks sales. To minimize food costs and spoilage, many managers use inventory-tracking software to compare sales records with a record of the current inventory. Some establishments enter an inventory of standard ingredients and suppliers into their POS system. Computers also allow restaurant and food service managers to keep track of employee schedules and paychecks more efficiently.

Pathways to Success

Experience as a waiter or waitress, cook, or counter help is the most common way to enter the occupation. Executive chefs, in particular, need extensive experience working as chefs. Many food service management companies and national or regional restaurant chains recruit management trainees from 2- and 4-year college hospitality management programs, which require internships and real-life experience to graduate. Some restaurant chains prefer to hire people with degrees in restaurant and institutional food service management, but they often hire graduates with degrees in other fields who have demonstrated experience, interest, and aptitude.

What Employers Look For

- Individuals who possess knowledge of:**
- Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
 - Raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.
 - Principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
 - Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
 - Relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

Job Outlook

Food service managers held about 350,000 jobs in 2006. The majority of managers are salaried, but 45 percent are self-employed as owners of independent restaurants or other small food service establishments. Thirty-eight percent of all salaried jobs for food service managers are in full-service restaurants or limited-service eating places, such as fast-food restaurants and cafeterias. Other salaried jobs are in special food services—an industry that includes food service contractors who supply food services at institutional, governmental, commercial, or industrial locations, and educational services, primarily in elementary and secondary schools. A smaller number of salaried jobs are in hotels; amusement, gambling, and recreation industries; nursing care facilities; and hospitals.

Earnings Potential

Location	Year	Pay Period	Low	Median	High
United States	2006	Yearly	\$27,400	\$43,000	\$70,800
Ohio	2006	Yearly	\$26,800	\$40,400	\$61,500
Cleveland Elyria-Mentor, OH MSA	2006	Yearly	\$28,100	\$39,500	\$61,900

Source: Occupational Information Network, O*Net Online, <http://online.onetcenter.org>



Food Service Manager

DEFINITION: Plan, direct, or coordinate activities of an organization or department that serves food and beverages.

NAME: Nichole Gumble
COMPANY: McDonald's

1. When you were a young child, what did you want to be when you grew up?

I wanted to be a singer. I remember being about seven; I would play on the swing set in my backyard singing all by myself. I thought you could just be whatever you wanted without actually being good at it!

2. How did you become interested in your particular field?

McDonald's was my high school job. I never had any high expectations when I started. After taking some business classes in school I realized that management was my goal. When the opportunity came for a promotion, I took it. I also wanted to be able to be on my feet and interact with people so it worked out perfectly.

3. Who or what influenced your decision the most any why?

Working for the largest fast food company in the world made my decision easy. The people who currently influence me are my management team and how hard they work for the company and me. To see how hard they work makes it all worthwhile.

4. What is your educational background?

I graduated from Oberlin High School. I have two years of college from LCCC. I also have completed McDonald's training in its entirety all the way up to Hamburger University. I made the Dean's list there.

5. What was the most critical class or training you took and why?

Going to Hamburger University was extremely critical. If I didn't pass the final exam at the end of the training classes, I couldn't become a restaurant manager.

6. How did you get to where you are today? What path did your employment journey take?

I have worked for McDonald's for ten years. Patience and persistence got me to where I am today. I also came from a fantastic organization where the sky was pretty much the limit. I owe a lot of my success to the people who have given me a chance and believed in me. My employment journey has had a lot of twists and turns and many bumps in the road, but with the support of my management team, I have overcome many obstacles that would have otherwise set me back.

7. What skills or certification do you think are needed to be successful in this field?

First and foremost communication skills are a must to become successful in this field. You must keep an open mind and have determination. McDonald's is changing constantly and you must be able to adjust quickly. And always have a smile on your face.

8. Do you have any words of advice for someone considering a career in your field?

McDonald's is more than the persona of "flipping burgers". I would tell someone who is interested in McDonald's management that it is a wonderful company to work for where you can work your way up any position that you want if you have the flexibility and patience. The best managers are reliable and dependable no matter what.

Sources: Occupational Information Network, O*Net Online, <http://online.onetcenter.org>.** U.S. Department of Labor, Bureau of Labor Statistics, Occupational Outlook Handbook, <http://stats.bls.gov/oco>