

Career PROFILE

This information is derived from careful research and ongoing feedback from Lorain County employers. Empowered with this knowledge, it is up to all of us to create a vibrant and productive workforce for the county.

Do You Like...

- Work activities that have to do with starting up and carrying out projects, especially business ventures
- Persuading and leading people and making decisions
- Work activities that include practical, hands-on problems and solutions
- Taking risks for profit
- Doing things on your own initiative
- Work where you can see the results of your efforts and have a feeling of accomplishment

Occupational Information Network, O*NET OnLine, <http://online.onetcenter.org/>



Expectations & Opportunities

- RELATED OCCUPATIONS**
- Food Service Managers
 - Chefs and Head Cooks
 - First-Line Supervisors/Managers of Personal Service Workers
 - First-Line Supervisors/Managers – Logging Workers
 - First-Line Supervisors/Managers of Housekeeping and Janitorial Workers
 - Recreation Workers

Kind of Work You Can Expect

- Observes and evaluates workers and work procedures in order to ensure quality standards and service.
- Assigns duties, responsibilities, and work stations to employees in accordance with work requirements.
- Resolves customer complaints regarding food service.
- Specifies food portions and courses, production and time sequences, and workstation and equipment arrangements.
- Inspects supplies, equipment, and work areas in order to ensure efficient service and conformance to standards.
- Trains workers in food preparation, and in service, sanitation, and safety procedures.
- Recommends measures for improving work procedures and worker performance in order to increase service quality and enhance job safety.
- Controls inventories of food, equipment, small ware, and liquor, and reports shortages to designated personnel.
- Analyzes operational problems, such as theft and wastage, and establishes procedures to alleviate these problems.

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First-Line Supervisors/Managers of Food Preparation and Serving Workers

The paths they took were very different, but Jayne Laborie-Poff and Sue Bowman were both at the Burger King in Wellington in July 2001 for its grand opening. And they'll both be working there today – Laborie-Poff as the general manager and Bowman as the fast-food restaurant's first assistant manager.

Both women love the challenges in the work they do and connecting with the community through the good food, good service and camaraderie that Burger King affords.

"The whole business revolves around the customer," Laborie-Poff said. "The customers are fantastic and it's easy to go that extra mile and call them by their name if we know it. It's a people oriented business and it feels good to put a smile on someone's face, even if it's just for a few moments."

Laborie-Poff graduated from the former Elyria West High School and then attended Lorain County Community College before transferring her college credits to Bowling Green State University, where she graduated with a bachelor's degree in administrative management.

Some of that coursework included hospitality services and she's been working in the restaurant business ever since, starting her career with a Rax Restaurant right out of college in June 1980. She worked at restaurants in Lima, Columbus, and

Kettering before returning to Lorain County and managing the Rax on West River Road in Elyria. She joined the local Burger King chain when the Rax chain folded.

"Rax closed all its stores and Burger King took over," she said. "I was part of the package deal."

Bowman's path to Burger King wound through several service industry jobs, including working at a fast food restaurant when she was a teen, an office job at the Wellington license bureau and a short stint at the Mickey Mart in Wellington. She graduated from Wellington High School and attended the clerical program through the Lorain County Joint Vocational School.

But she was at the Burger King in July 2001 when it opened as a crew member and has since been promoted through two assistant manager positions and today is the first assistant.

Managing a fast food restaurant involves a wide variety of duties, including hiring, scheduling, inventory control, building sales and motivating the crews to provide excellent service,

Laborie-Poff said. But she and Bowman agreed that the focus on the customer and the community was a top priority for them and a job task they both enjoy.

The Burger King Corporation offers an intensive training program for all staff, but especially for those interested in becoming part of the management team. A crew member, on their path to a supervisory position, must complete numerous training classes in the areas of food preparation, food safety, and guest services.

The individual would then progress into a basic management training class, manager food safety class and become certified through the State of Ohio. There are also advanced classes focusing on human resource responsibilities and store/facility operations.

People skills, being "super organized," and willing to take on new challenges are all absolute must skills that anyone considering a career in fast food management should possess. Having the ability to work with



Jayne Laborie-Poff, manager and Sue Bowman, first assistant manager of Burger King in Wellington.

young people on the crews is also an important aspect, Laborie-Poff said.

"Giving that 16-year-old their first job and watching them blossom and grow comfortable in the real world, and seeing them realize that the world isn't as scary a place as they may have thought, is something I really enjoy," she said.

Laborie-Poff said the company also strives to provide a safe environment for those young people and good role models in people such as Bowman and other managers and team leaders. "I want them to have positive influences here," she said.

Bowman adds, "You have to be totally organized, juggling many things at one time, and making it appear to staff members and customers that it all flows together."

Bowman and husband, Tim, live in Wellington with their 6-year-old daughter Camille, a kindergartner in the Wellington Schools.

Laborie-Poff lives in Elyria with her husband, Steve Poff, whom she met when he was delivering products to a restaurant she was managing.

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STEPS TO SUCCESS

Minimum Education

These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.

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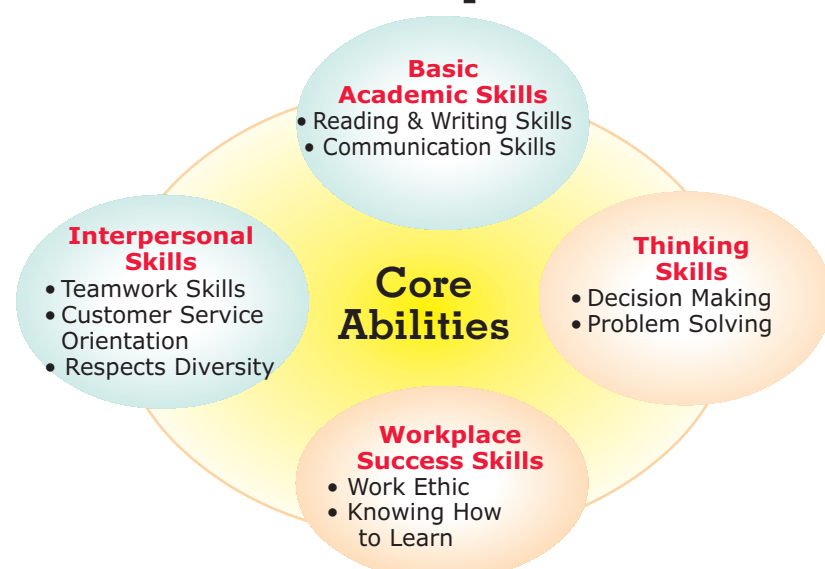
Educational/Training Level

Educational Level Attained	Percentage of Respondents
High School or less	56%
Some College	30%
Bachelor's Degree or higher	14%

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Basic or Core Abilities You Will Need

Basic Skill Requirements



Interpersonal Skills:

Teamwork Skills: Develop cooperative and constructive working relationships with other workers. Organize and perform tasks in a way that will help accomplish team goals efficiently and effectively.

Customer Service Orientation: Can effectively answer customers' questions and quickly resolve problems. Be able to provide assistance and advice to customers when requested.

Respects Diversity: Demonstrate sensitivity and respect for differences in individual perspective, personality, ethnic/cultural values, and religious beliefs.

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Earning Potential

	National	Ohio	Cleveland-Lorain-Elyria PMSA	Lorain PMSA
	\$27,600/yr. (\$13.27/hr.)	\$26,660/yr. (\$12.82/hr.)	\$26,310/yr. (\$12.65/hr.)	\$26,312/yr. (\$12.65/hr.)

U.S. Department of Labor, Bureau of Labor Statistics, November 2004 National Occupational Employment and Wage Estimates
 U.S. Department of Labor, Bureau of Labor Statistics, November 2004 State Occupational Employment and Wage Estimates
 U.S. Department of Labor, Bureau of Labor Statistics, November 2004 Metropolitan Area Occupational Employment and Wage Estimates
 Ohio Department of Job and Family Services, Labor Market Information, 2003 Occupational Wage Data, Updated to 3rd Quarter 2004

To find past profile pages visit www.chroniclet.com, click on: Newspaper in Education and then click on career pages.

Career Profile Coming Next Tuesday (Feb. 28, 2006):
 Construction - Electrician

Technical Skills and Knowledge You Will Need to Develop

Dining Room Manager:

- Have knowledge in supervising and coordinating activities of workers in food service establishments, including business math and procedures, table and counter service, dining room operations and procedures, service personnel supervision and management, food and beverage preparation and presentation, communication skills, and sanitation.

Business Administration:

- Knowledge of business principles involved in strategic planning, resource allocation, production methods, and coordination of people and resources.

Personnel:

- Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, and personnel information systems.

Customer and Personal Service:

- Knowledge of principles and processes for providing customer and personal services, including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Sales and Marketing:

- Knowledge of principles and methods for showing, promoting, and selling products or services, including marketing strategy and tactics, product demonstration, and sales control systems.

Workplace Safety:

- Maintain a clean and safe work environment. Comply with established safety practices and operate equipment in a safe and prescribed manner.

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Training Opportunities

LORAIN COUNTY JVS Culinary Academy Business/Marketing Academy

Gary Kuebbeler and David Keller, Recruiters
 440-774-1051
www.lcjvs.com

LORAIN COUNTY COMMUNITY COLLEGE

Associates in Business Administration
 Bachelor of Business Administration in Business Management from Kent State University through LCCC's University Partnership
 1-800-995-LCCC, www.lorainccc.edu

Job Openings

	2004 Annual Employment	2014 Projected Employment	Change in Employment 2004-2014	Percent Change 2004-2014	Total Job Openings Due to Growth & Turnover 2004-2014
NATIONAL	773,000	901,000	129,000	16.6 %	312,000
OHIO	33,090	37,050	3,960	12.0 %	11,830
REGION	5,070	5,790	720	14.2 %	1,930

U.S. Department of Labor, Bureau of Labor Statistics, Occupational Employment Projections to 2014

Ohio Department of Job and Family Services, Office of Research, Assessment and Accountability, Ohio Job Outlook to 2012

Ohio Department of Job and Family Services, Office of Research, Assessment and Accountability, Job Outlook to 2012: Northern Ohio - Economic Development Region 8 (Cuyahoga, Geauga, Lake and Lorain Counties)

Sponsors:

