

"Gus" Constantinos Antzakles

FOOD SERVICE MANAGEMENT PROFESSIONAL

Innovative and highly resourceful service operations manager with over 20 years of experience developing appealing and profitable programs for large-scale retail/facilities/institutions/production. Skilled in planning, facilities management, cost controls, human resources, revenue building, sales/new business development. Strong emphasis on retail/revenue sales, customer satisfaction, cost controls and marketing.

AREAS OF EXPERTISE

-Financial Management	-Client/Guest Relations	-Purchasing/Negotiations
-New Business Development	-Recruitment/Coaching	-Project Management
-Account Management	-Solid Organizational Skills	-Human Resources
-Public Relations/Marketing	-Sales/Profit Building	-Leadership/Team Building Skills

PROFESSIONAL EXPERIENCE

Sodexo Worldwide / Centerplate @ The Museum of Science & Industry Director Operations Sales/Catering/Retail

2016 to Present

Operational responsibility for retail/sales/functions ranging from 15 to 15,000 guests at one of Chicago's finest and most historical cultural institutions. Management and development of direct reports and hourly staff consisting of up to 250+ associates.

Operating Results/Change Management

- Oversees highly complex and high volume of catering sales, functions and event operations.
- Oversight of the sales process for catering and/or conference services. Works with sales team/client and customers to design events.
- Contributes to account revenue and operating profit contribution through the implementation of services and creation of opportunities for growth. Plans projects, including defining objectives, methods, timetables and budget to support client and companies strategic plan/growth.
- Oversight of resources, menu ideas, décor/display design, systems and use of catering programs to direct daily events including; food production, inventory, product deliveries, invoices, and procurement operations.
- Management of beverage program/costing and department P&L.
- Established and maintained safe working environment with food and safety protocols.
- Analysis and realigning exempt staff for more efficient operations and cost savings.
- Increased employee retention by improving positive work atmosphere.
- Improved daily operations to ensure all team members understood and adhered to policies and procedures including cash handling, sanitation, and financial processes. Coordinate all unit initiatives to drive sales growth and track results.
- Spirit of Sodexo Team Award, Unique Venues Award, Event Up Chicago Award, Party Slate Top Historical Venue, Illinois Meetings and Event Aware, Catersource ACE (achievements in Catered Events) Award.
- Executive Committee member for contract renewal leading to awarding 15-year extension.
- Educate and develop rapport with clients and promote partnerships; promote a customer/client centered culture that strives to exceed customer and client needs.
- Demonstrate resourcefulness and quick responsiveness to client and customer needs. Identify customer expectations; ensures customer goals are aligned and met.
- Ensures employees have appropriate equipment, supplies and resources to perform their job, and meet goals, cost controls and deadlines as assigned.
- Establishes and maintains a safe work environment including both food and physical safety in order to comply with all regulatory and company standards in various environments. Drives the Zero Harm mindset.
- Complies with budget requirements by controlling costs (i.e. labor, inventory, equipment, materials) and making adjustments when necessary.
- Directs/manages/HR employees by delegating, assigning and prioritizing activities, and monitoring operating standards.
- Build strategic relationships with new and existing units/accounts. Client focused culture assigned to travel and assist with accounts such Ronald Reagan Library, Seattle Aquarium, Indianapolis Children's Museum, California Academy of Sciences and Winstar Casino/Texas.
- Maintain and improve service level resulting in increased customer satisfaction. Award winning unit/service past three years received prestigious national Catersource ACE award (Achievement in Catered Events). Client/customer feedback scores now average +98%.

Hard Rock Hotel Chicago (transferred from Mart Plaza)**2014 to 2016****Director Retail Operations**

Operational responsibility for \$6 million retail operations at the acclaimed Michigan Avenue location including: Mini Bars, 24 hour In-Room dining for 381 rooms, 200 seat Restaurant Chuck's: A Kerry Simon Kitchen and 125 seat Mr. Brown's Restaurant + Lounge.

Operating Results/Change Management

- Increased revenues year over year by 26%.
- Labor turnover stabilized and costs decreased 20%.
- Guest feedback scores of +90%.

Hostmark Hospitality Group | Chicago Mart Plaza Hotel & Conference Center**2007 to 2014****Director Catering Services**

Operational and P & L responsibility for \$20 Million, 25,000 square foot event space in the heart of downtown Chicago. Manage and develop a team of 11 direct reports with 100 on call hourly staff members. Additional responsibilities included technical operations.

Operating Results/Change Management

- Oversaw refurbishment of meeting and catering event spaces.
- Strong client relationships.
- Improved diversity and inclusion numbers.
- Direct reports included AV Department, Housemen, FOH Staff, Managers and Supervisors.

Sparta Group, Chicago IL**2005 to 2007****Operations Manager**

Operationally responsible for all aspects of a group of restaurant operations.

Operating Results/Change Management

- Enhanced product quality and efficiencies.
- Improved inventory management.
- Implementation of standard practices and safety management.
- Managed licensing, registrations, safety and preventative maintenance programs.

Sheraton Chicago Hotel and Towers**2003 to 2005****Retail Food and Beverage Manager**

Operations of a 1,209-room hotel's food and beverage outlets with annual revenue of \$19 million. Direction of six reports managing service staff in excess of 125. Responsible for hiring process, HR functions, staff trainings and development, labor forecasting and scheduling as well as inventory management.

Operating Results/Change Management

- Implementation of weekly systems including forecasting, labor scheduling, payroll systems update, and inventory PAR system introduced, profitability support.
- Six Sigma techniques/methods.

Dapper's North Restaurant & Bar, Glenview IL**1997 to 2003****Co-Owner**

Responsible for personally owned family restaurant. Directed all operational areas including administration, finances and daily operational standards.

Operating Results/Change Management

- Business strategy development delivering targeted operational goals.
- Staff training, assessment and development.
- Marketing and profitability plan development.
- Purchasing standards and operations.
- Labor Management, budgeting and cost controls, capital equipment planning and sourcing.
- Menu planning and production.

Ameritech (now AT&T)**1992 to 1997****Marketing/Public Relations Manager**

Reporting directly to the President of Ameritech Illinois, provided support to business units for the successful day to day operations for our customers.

Operating Results/Change Management

- Produced strategic plans to support industry leaders in government and private business
- Managed franchise agreements for area Cities/Village municipalities
- Represented company in civic events and charity functions

Giordano's Enterprises**1986 to 1992****Management/DM**

Served in multi-unit management positions on the corporate and in-store operational level. Advanced from Assistant Manager to General Manager to Franchisee Relations Manager to District Manager.

Operating Results/Change Management

- Launched new corporate owned units for chain, handling site development, interior and exterior design. Coordinated contractors, set vendor agendas, hiring/training of staff, developed and implemented marketing campaigns to build business from day one.
- Trained managers and store personal for corporate and franchised owned units. Developed training materials and conducted stand up presentations.
- Helped build brand awareness through public relations at various events such as Taste of Chicago. Assisted Franchisees in connection with public relations issues.
- Developed reports & workflow charts adopted by the company to track store supplies, inventory PAR stock levels.
- Assisted in the development and integration of corporate wide POS systems.
- Assisted Director of Corporate Commissary with new product testing.
- Facilitated advertising with vendors/suppliers, private businesses, charities and local schools.

Sampling of Certificates + Professional Affiliations

- HR Certified Behavioral Interviewing
- CHIC Hospitality Group Training and Corporate Leadership Program
- Illinois Labor Laws, Customer Service and Satisfaction workshop trainings
- Chicago Food Handler
- Quality Control Management Building Certification
- Leadership Skills for the Future Certification
- Strategic Public Relations Certification
- Corporate Food & Physical Audits Initiatives Certification
- Basset Servsafe & Certified in Alcohol Awareness and Intervention Procedures for Servers of Alcohol
- OSHA Safety & Health Certified
- Ethics in the Workplace
- Responsible Business Conduct–Conflict of Interest
- Inventory Management Controls–Controlling Physical Inventory
- Sexual Harassment Training/Preventing Workplace Harassment
- Data Protection and Data Security
- Discrimination-Free Workplace
- Disability, Discrimination & Accommodation
- Life Skills Series
- Food Safety Fundamentals
- Email/Social Media Curriculum
- Equal Employment Opportunity/Affirmative Action (EEO/AA)
- Attitude & Actions; The Cornerstone of Customer Satisfaction
- Public Relations / Community Outreach Initiatives