

## **Randy Hirschfield**

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Experienced, highly motivated and resourceful achiever. Welcomes challenges and thrives while serving, managing and learning in a fast-paced environment.

- Managing staff
- Develop Customer Relations
- Quality Control
- Safe Serve
- Control Food Costs
- Hiring and Scheduling Staff

### **PROFESSIONAL EXPERIENCE**

**Saddleback Church (Saddleback Eateries), Lake Forrest CA**

**2012- 2013**

#### **Food Service Operations**

Coordinate catering and banquet events including set-up, break down and service quality control on and off-site to meet client expectations. Handle all restaurant operations and special events. Responsible for receiving all food service items for extremely large food service operation serving thousands each week.

- Improved on-time catering
- Improved food quality and choices
- Exceeded all company expectations covering 300 acre facility

**Aramark (Honda Center), Anaheim, CA**

**2011 - 2012**

#### **Supervisor**

Responsible for multiple concessions stands and stand managers, employees approx. 45-50 each event. Basic duties include food prep, quality control, balancing prepared food to match volume needs per event. Handled all customer service duties during events, prepared end of event sales and inventory usage reports. Coordinate employee lunches and breaks each event. Average event attendance 12,500

- Brought facilities up to meet health code compliance
- Eliminated food waste to improve profits
- Devised break schedule to manage staff needs and maintain customer service

**Fuji Grill Enterprises, Irvine, CA**

**2007 - 2011**

#### **General Manager**

Food preparation, hiring kitchen and service staff, managing payroll and staff approx 12. Scheduling, menu design and planning. Food and container cost, ordering and maintaining a daily inventory. All health code, and operating licensees needed to operate including a special Dairy license

- Made operations profitable by controlling food costs and labor
- Built outstanding customer relations for repeat business
- Implemented openings for several Franchise locations

**Bon Appetite (Concordia College), Irvine, CA**

**2005 - 2007**

**Supervisor**

Supervised various departments for front and back of house to provide support to management in daily operations

**National Cap Manufacturers, Inc., Orange, CA**

**1999 - 2005**

**Operations and Sales Manager**

Oversee daily operations and production for custom headwear apparel manufacturing factory producing both domestically and overseas.

- Developed book of business with various Fortune 100 and 500 companies
- Oversee purchases of all equipment and raw materials for domestic production
- Hired and supervised line supervisors and production operators

**ADDITIONAL RELATED EXPERIENCE**

Intensively trained from an early age to professional athlete providing the foundation for “getting it done”, good “sportsmanship” and solidly driven work ethic.

USTA Eastern Junior Tennis – ranked #21 nationally for 18 and under singles and #2 for doubles.

Winner – Metropolitan College Tennis Championship, Men’s Singles, New York

Port Washington Tennis Academy – Harry Hauptman Tennis, New York

**EDUCATION**

Mercy College, Dobbs Ferry, NY

Miami Dade Junior College, Miami FL