

# Forbes Scott Collins

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## **Professional Summary**

Former COO with 20+ years of management experience within the food service industry is seeking to use his skill-set of fostering growth and profitability to develop managers while simultaneously growing an organization. Proven track record of being dedicated to the company culture and to enhancing brand awareness to increase client retention and profitability. Pragmatic leader whose strong record of implementing strategic plans and improving operations has created successful teams internationally.

## **Strengths and Expertise**

- **Strengths:** Adaptability Successfully navigated Sizzler USA through the challenges posed by COVID-19 by adjusting the operation's course as needed to maintain a successful restaurant brand. Successfully developed over 50 individuals who went on to be senior level managers within the company
- **Software/ Apps:** Aloha, MenuLink, Restaurant365, Microsoft Office
  - **Analytics:** read trends and make projections. Sales and financial statements.
  - **Communication:** developed 45+ managers to General Managers, Assistant Managers and District Managers.

## **Professional Accomplishments**

- Worked with Sizzler in their Australian division to double their net income and generate a profit of \$3 million (a first for this division).
- FY23 helped lead Sizzler USA to \$4.2 million of net income; the most profitable year at the restaurant level in company history.

## **Professional Experience**

### **CHIEF OPERATIONS OFFICER | SIZZLER | MAY 2019 - OCTOBER 2023**

- Pioneered strategic initiatives to foster company growth, increase market share, and increased profitability to \$4 million
- Consistently upheld customer service standards through effective communication and attentive listening over 150 locations
- Optimized company processes, elevating customer satisfaction and reducing operational costs.
- Spearheaded cost-effective initiatives that saved the company over \$15 million in costs
- Orchestrated organization-wide modernization and cultivated a culture of innovation and collaboration to further generate growth in the company

### **VICE PRESIDENT OF OPERATIONS | SIZZLER | JULY 2011- MAY 2019.**

- Oversaw 20 corporate restaurants and 160 franchises that sustained profitability across all locations
- Enhanced business processes, increasing profitability against prior year
- Able to lower food and labor costs while simultaneously drove sales to record highs
- Supported the Executive Team's strategic initiatives, generating an additional \$3.5 million in revenue
- Drove team engagement to achieve aggressive targets.