

Anthony Fricano

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An experienced leader with proven results in assembling teams to achieve goals and objectives. Committed to excellence in client rapport, and the passionate pursuit of exceeding customer expectations. Dedicated to employee training, development, and retention. Advanced financial acumen in driving sales, controlling costs, and multi-unit reconciliation. Extensive experience in facility openings, renovation, and design with attention to functional operations.

Key Attributes

- Operational Management
- High Volume Catering
- Financial Expertise
- HR Procedures
- Budget Planning
- Unit Openings
- Facility Renovations
- Project Management
- Executive Level Relations

Chicago Botanic Garden – February 2020 to Present

General Manager - Sodexo

Oversee daily food & beverage operations for premier destination venue with annual revenue in excess of \$10M. Coordination of high-profile weddings, catered functions, and large-scale special events with annual revenue in excess of \$5M. Standardized catering recipe program to quantify over 200 recipes over multiple specialty menus. Coordinated mass hiring initiative to sustain seasonal volume. Responsible for leading multiple managerial teams in operational and culinary programs.

Key Achievements

- Development and Implementation of catering recipe program
- Recruiting and hiring initiative for large scale seasonal staffing
- Coordination of safety programs to include expanded Covid-19 protocol

Northwestern University – February 2016 to December 2019

James Allen Hotel and Conference Center - Aramark

Director of Food & Beverage

Coordinated all food & beverage operations for the Kellogg School of Management at Northwestern University. Executive leadership accountability for multi-faceted account with revenue in excess of \$15M. Oversaw 150 room hotel and conference center coordinating culinary and dining operations which included international plated dinners, upscale receptions, custom wine paired events, and executive luncheons. Oversaw retail operations for post graduate programs including large scale specialty events catering to thousands of guests. Coordination of food and beverage operations at new \$500M lakeshore facility with cutting edge atrium offering multi-cultural cuisine, a proprietary coffee cafe, and premiere catered events. Responsible for leading food & beverage management teams and hourly associates at multiple locations.

Key Achievements

- Planning, coordination and grand opening execution of dining operations at new lakeshore facility
- Successful coordination of multiple large scale, high profile outdoor events
- Innovative custom re-design and implementation of hotel dining facilities
- Company negotiation team member for agreement of new CBA agreement with labor union

Medline Industries – July 2007 to February 2016

General Manager- Sodexo

Oversaw all operational objectives at multiple accounts with multi-million dollar volume. Coordinated numerous high profile renovation projects that include facility design, equipment purchase, product procurement, and off-site temporary service. Accountable for HR responsibility of hiring, training, and development of managerial and hourly staff. Consistently delivered an exceptional executive dining experience through innovative menu design with emphasis on a healthy life style. Organized and facilitated large scale catered events at numerous locations serving thousands of guests.

Key Achievements

- Achieved an annual sales growth of over 50%
- Increased sales volume by 100% in a 3 year period
- Decreased expenses by 40% of sales volume
- Designed multiple large scale facility renovations
- Financial reconciliation for over 30 National accounts
- Selected in top 10% for executive leadership program

Dade Behring Diagnostics – June 2000 to July 2007

General Manager - Sodexo

Coordination of daily operations at multiple accounts in corporate headquarter settings. Restructured and expanded food and beverage operations in executive dining, catering, and vending services. Served as primary liaison to corporate clients ensuring highest standards of quality service. Accountable for HR responsibility of employee training and development, as well as support to supervisory staff at multiple remote sites.

Key Achievements

- Increased catering revenue by 15% in first year
- Increased gross profit margin by 10%
- Multi-million dollar budgetary management
- Coordination of board of director events

Initial Career Highlights

Marriott Hotels, Lincolnshire Resort

Food & Beverage Manager

- Managed operations in fine dining, casual restaurant, and room service settings
- Developed and implemented new menu layout and design
- Coordinated corporate wine programs and training
- Part of management team receiving the 'North Shore' magazine award for top 5 Sunday brunch in Chicago
- Designed and marketed Room Service gift package program

Darden Restaurant Group, Olive Garden

Restaurant Manager

- Coordinated dining and kitchen operations at top revenue producing outlet
- Piloted and implemented HACCP program for company in 1993
- Designed and implemented server training and award program

Education

Kendall College – Evanston, IL

BS, Business Management