

# JEREMY IMES

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## CULINARY & DINING SERVICES EXECUTIVE

**Growth Mindset • Budget Compliance • Customer Service • People Management**

Award-winning Culinary and Dining Services Executive with proven track record of overseeing multiple food and beverage outlets simultaneously, leading teams of more than 50 total staff, attaining established budget and revenue goals, and consistently delivering exceptional dining experiences. Proficient in inventory management, menu design, new employee interviews and orientation, staff performance management, revenue reporting, process improvement, cost control, and guest relations. Superior leadership, interpersonal, collaboration, and written and verbal communication skills.

### CORE COMPETENCIES

Coaching & Mentorship | Agility, Flexibility, & Adaptability | Business Acumen  
Regulatory Compliance | Cost Savings | Employee & Guest Satisfaction | Team Building

### PROFESSIONAL EXPERIENCE

#### Robson Resort Communities | Oracle, AZ

2020 – Present

*Luxury active adult communities featuring resort-style amenities, championship golf courses, and multiple restaurants with locations spanning Arizona and Texas.*

#### Food & Beverage Director/Executive Chef

Lead and direct all department operations throughout six separate cost centers, including The Ranch House Grill & Brewery, bistro café, recreation, and banquets with team of more than 50 associates. Own fiscal responsibility for combined annual revenue exceeding \$2 million.

- **\$1.5 million increase in department revenue** achieved by implementing product ordering control measures and standardized inventory systems, leveraging company purchasing power, identifying savings potential on raw product, and adjusting menu price discrepancies.
- **50% improvement in employee retention** accomplished through implementation of effective employee referral program that yielded 12 referrals within one year and established culture of positivity and respect.
- **Grew guest count by 20,000 annually** by developing employee training program that included expedited service procedures to service more guests within decreased operational period.
- **Increased customer satisfaction by 40% for food quality and 15% for service** through use of multiple customer feedback sources and adjustment of product based on trends identified in quality and customer preferences.
- **Minimized department revenue loss to less than \$40,000 per year** during COVID-19 closure and reduced occupancy period by establishing enhanced sanitation procedures and implementing curbside restaurant program.
- **11% boost in department production** earned through creation of standardized daily task tool and management system, achieving greater output with less human capital.
- **Positively transformed workplace culture** by enforcing progressive disciplinary action for negative tendencies and training department management to utilize standardized employee attendance and performance tracking system.

#### Watermark Retirement Communities | Tucson, AZ

2018 – 2020

*Manages more than 60 wellness-centered, innovative retirement communities across the U.S. In 2017, Watermark launched its Elon and Hacienda collections focused on luxury retirement communities.*

#### Director of Dining Services

Oversaw all aspects of opening and operating six distinct dining venues for community comprised of more than 400 homes and over 50 department staff. Established community and vendor relationships, managed contractors throughout construction, built team from the ground up, and ensured realization of vision to exceed ownership expectations.

- **\$100,000 in department wages saved** prior to community opening by delaying staff start date until facility construction was complete.
- **Zero department leadership and executive management turnover** earned through behavioral-based interview process, individual coaching sessions, and weekly leadership group collaboration planning and review meetings.
- **Significant equipment savings** realized by reviewing and revising new equipment and small wares purchase guide.
- **Exceptional regulatory inspection report scores** accomplished by developing simplified methods of thorough and engaging training to increase knowledge surrounding regulated dining services processes and procedures.

### **Pioneer Health Group/Arroyo Gardens Independent & Assisted Living | Green Valley, AZ 2016 – 2017**

*Offers lavish independent and assisted living with elegant dining experiences.*

#### **Director of Dining Services**

Established and managed a dining services department with approximately 20 team members who delivered outstanding meals and service to nearly 200 residents and their guests.

- **90% resident satisfaction scores for quality of food and service** achieved by planning and creating seasonal rotating menus, as well as implementing culinary and service development training programs.

### **Splendido at Rancho Vistoso/Mather LifeWays | Oro Valley, AZ 2006 – 2016**

*Splendido offers all-inclusive living for adults 55 and better. Mather LifeWays is a not-for-profit organization founded in 1941 dedicated to enhancing the lives of older adults by creating Ways to Age Well.*

#### **Executive Chef**

Directed all aspects of culinary program, including multiple independent living dining venues and health center with team of more than 20 staff. Managed \$1.1 million annual food purchasing budget.

- **Ranked as one of America's Best Nursing Homes by U.S. News and received five-star rating** from federal government's Centers for Medicare and Medicaid Services (CMS) for four consecutive years by delivering extensive culinary team training, inspiring creativity, and exceeding guest satisfaction expectations.
- **Nominated for Top Place to Work designation by Tucson Metro Chamber** through team leadership centered around respect, fairness, accountability, and positive encouragement.
- **Honored with The Arizona Daily Star's 2017 Readers' Choice Award for Best Retirement Community** by providing exciting, innovative dining experiences with extensive variety of cuisine and excellent service.
- **Awarded Best Chocolate Dessert and Best Overall Presentation** in competition hosted by Southern Arizona & Cultural Alliance (SAACA) through partnership with pastry chef to plan and execute all details for event.
- **Received silver award from Crandall Corporate Dietitians' Go for the Gold Awards** by implementing consistent and continual training, as well as holding team accountable to regulatory guidelines and procedures.

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## **PROFESSIONAL DEVELOPMENT**

### **CERTIFICATIONS/LICENSURE**

Certified Executive Chef – American Culinary Federation, 2017 – Present

Licensed Mortgage Loan Originator, 2017 – Present

### **TRAINING**

Leadership by Design – David Barnes (CEO of Watermark Communities)

### **TECHNICAL SKILLS**

Microsoft Office Suite, NorthStar Point of Sale, iMenu Pro Menu Creation/Management Software