

# Gayle A. Hanson

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## HIGHLIGHTS OF QUALIFICATIONS

- Review of Dining Programs with University leadership to develop customer advocacy programs with communication the key element of success.
- Analysis of program financials driving results for sales growth and cost mitigation ensuring quality food and service standards.
- Development of campus community relationships with a focus on student leaders, catering clients and University operation teams.
- Driving accountability with front line associates and management teams to meet service expectations, safety and sanitation standards, customer feedback programs and execution of national and proprietary brands with measurable results.

## EXPERIENCE

### Senior Food Service Director

2001-present

*ARAMARK (Bradley University IL, Hamline University MN, Lock Haven University of PA, Muskingum College OH)*

- General oversight of all management functions and front line employees in all aspects of restaurant and catering operations.
- Financial accountability for both client and aramark budgets.
- Implementation of various marketing and communication platforms at client account to drive service results through collaboration with parent organization resources and integration into our client community.
- District support in Human Resources, Food Cost Controls and new business start ups.
- Selection and development of salaried and front line staff on a local level, district level as well as a faculty member for corporate training of salaried staff. Labor relations experience with various organized unions on the east coast and Midwest (Teamsters, Unite Here and AFSCME).
- Execution of operations for multiple locations on the various campuses.
- Participation in research and development of new business opportunities for the organization at a regional level.
- Development and program execution on new student center at Hamline (\$36M) and renovation of student union at Lock Haven of PA (\$15M)

### Director of Conference Services

2000-2001

*ARAMARK Villanova Conference Center, PA*

- Responsible for the development and maintenance of the audiovisual department and acted as the system administrator for the center's guest and meeting room management system.
- Partnered with the controller to re-design the accounts receivable system with checks and balances to reduce A/R over thirty days, as a result, we were able to reduce over due account receivables by 35% with in the first two months.
- Senior planning coordinator for companies such as Merck, SAP, Norvartis and Astra Zeneca.

### Catering Director

1997-2000

*ARAMARK University of Minnesota, MN*

- Multiple location responsibility for a catering business at the University of Minnesota; this includes financial management of three full service locations, two satellites with streamlined services and a conference center totaling \$3 million.
- Completed strategic planning for area of responsibility and worked with peers to produce and implement business objectives for a \$20 million business campus services account.
- Partnered with the clients at the University prior to the finalization of contract to transition the account and maintain customer's expectations.

## EDUCATION

*University of Wisconsin-Stout, Menomonie, WI*  
B.S. Hotel and Restaurant Management

*Ohio University, Athens, OH*  
Executive Master's Degree in Business Administration