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Summary

Grateful dad. Proud husband. Hospitality enthusiast. Advocate for: service excellence, values-based culture, off-line community building and humane technology. Fan of Behavioral Economics & Operational Efficiency.

Managing Partner | Co-Founder:
TheCourseApp.com

Moderator | Founder :
HospitalityHelpline.com

Moderator | Admin:
Restaurant & Bar Owners, Operators & Managers on facebook

HAWSER INC.
App Production | Digital Services
hawser.org

TheCourseApp (Beta Testing Now):
Our proprietary software utilizes artificial intelligence, deep learning and private reviews to match people w/ restaurants based on each individual consumer's personal preferences & unique taste.
thecourseapp.com

Hawser (Beta)
A feed-free, "Like"-free & spam-free personal media app that levels the media playing field for you & your real-life inner circles with a guaranteed 100% direct organic reach.
hawserapp.com

UBIQUITY GROUP
Hospitality Coaching & Project Management
UbiquityAdvisors.com | HospitalityHelpline.com

Holistic Restaurant Development via: New F&B Program Implementation - Brand Enrichment - Operational Systems Creation - Restructuring & Repositioning - Drive-Thru & Curbside Program Development - Replication & Expansion – Staff Recruitment & Coaching - Process Improvement - Culture Building - Contract Negotiation - Interim Leadership

PREVIOUSLY

THE LLENROCK GROUP

Full-spectrum CRE Investment & Hospitality Advisory Firm in Philadelphia: Joint Ventures - Direct Investment - Structured Finance - Hospitality Advisory Services.

LEGEND PROPERTIES / UBIQUITYGROUP

Commercial Real Estate & Hospitality Consulting: Representing Owners, Developers, Investors, Chefs, Regional Multi-Unit Operators and Nat'l Chains in the Northeast & Midwest:

Project Leadership - Expansion Planning - Site Selection - CRE Lease & Purchase Negotiation - Facility Planning & Design - Recruitment - Partnerships.

BACKGROUND

20+ yrs developing, opening, replicating & repositioning some of the nation's most successful independent & chain restaurants: Staffing - Training - Events - Menu Dev - Budgeting - Quality Control - Loss Prevention - Standardization & Replication Systems - Manuals - Design - Service Excellence.

Experience



Managing Partner | Co-Founder

Hawser LLC.

Jun 2014 - Present (6 years 8 months +)

App Production & Digital Services for The Hospitality Industry

"COURSE@#":

Course is the first and only restaurant recommendation service fueled by private reviews and artificial intelligence. Our TasteRecognition@# software generates individually customized restaurant recommendations based on your own unique preferences and personal taste.

More information: www.thecourseapp.com

"HOSPITALITY HELPLINE"

An open solutions, strategy and insights resource for hospitality professionals.

More Information: www.hospitalityhelpline.com

"HAWSERAPP":

A feed-free, "Like"-free and spam-free personal media network with private group messaging for your real-life inner circles.

More Information: www.hawser.org



Principal

Ubiquity Group: Hospitality Coaching & Project Management

Sep 2009 - Present (11 years 5 months +)

Independent Contractors Providing Restaurant Development & Hospitality Management Services as well as Online Digital Resources.

2009 - 2014 Llenrock Advisor Providing Restaurant Development & Hospitality Advisory Services as an Independent Contractor for:

capital acquisitions - site selection - purchase & lease negotiation & providing management advisory services to mitigate risks commonly associated with: new market penetration, re-positioning, expansion, start-ups and under-performing outlets.

2009 - Present Restaurant Systems Implemented from Concept to Expansion:

scalable platforms - budget & pro forma - site selection- replication systems - drivethru development - curbside and delivery programs - process improvement - strategic partnerships - recruitment & training - policy & procedure implementation - strategic alliances - concept development - design & fit-out analysis - menu development - marketing - assessments- inventory & cost control systems - service manuals - operations oversight & review



CASA

Sioux Falls CASA

Oct 2016 - Sep 2018 (2 years)

Court Appointed Special Advocate for abused and neglected children in: Sioux Falls, South Dakota



Director

Llenrock Group, LLC

Oct 2011 - Jun 2015 (3 years 9 months)

Commercial Real Estate Investment and Advisory Services firm. Acting capital intermediaries who structure and arrange: debt, equity, mezzanine and JV financing for all stages of development and ownership. Focusing on all types of real estate and hospitality developments in the \$2MM - \$200MM range.



Commercial Real Estate - Hospitality Division

Legend Properties, Inc.

Jun 2009 - Nov 2011 (2 years 6 months)

Retail & Hospitality Agent specializing in:

site selection, lease negotiation, sales, sub-leasing and investment. Representing restaurant owners, chefs, regional multi-unit operators and national chains, franchisees in the Greater Philadelphia area and western suburbs.



Manager

RAE

2008 - 2009 (2 years)

GM for Full Service Fine Dining & Special Events Amenity Restaurant at The Cira Center



Manager Operations | New Restaurant Openings

STARR Restaurants

2004 - 2008 (5 years)

Restaurant Management & New Outlets Opening Task Force for High Profile / Volume Concept Driven Restaurants:

El Vez | Philadelphia, PA

Buddakan | New York, NY

Continental / Buddakan | Atlantic City, NJ

Jones | Philadelphia, PA



Training Manger

Chipotle Mexican Grill

2002 - 2004 (3 years)

Multi-Unit Management & Training Manager & New Outlet Openings Manager (S.W.A.T.) for Fast Causal Mexican-American Restaurants in:

Washington D.C.

Virginia

Maryland



Manager

Grill Concepts, Inc.

2000 - 2002 (3 years)

Banquet Mgr | Room Service Mgr | AGM for Upscale Casual American Hotel Amenity Restaurant in: Georgetown D.C.

Bar Mgr | Restaurant Manager in:

McLean, VA & Adams Morgan, D.C.



Manager

Occidental Grill

1999 - 2000 (2 years)

Dining Room Manager for High Profile Fine Dining Restaurant & Banquet Facility Steps From The White House & World Bank



Manager

The Restaurant and The Bar

1996 - 1999 (4 years)

GM of upscale casual full service restaurant & bar

Education



Temple University

1996 - 1998



Indiana University of Pennsylvania

English Literature

1992 - 1996



University of Delaware

English

1991 - 1992



Archmere Academy

1988 - 1991

Skills

Hospitality • Restaurants • Real Estate • Restaurant Management • Commercial Real Estate • Menu Development • Strategic Planning • Hospitality Industry • Deal Structures • Lease Negotiations