

MARK JABLONSKI

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MULTI-SERVICE GENERAL MANAGER

Focused on High-End Client Relationships and Retention

Highly experienced hospitality professional specializing in the development, strategy, design and execution of procedures, programs and events for high-profile / VIP clientele and improvement of departments and locations, including training and development of staff and enhancing safety standards. Recognized for the ability to turn around inefficient operations, identify opportunities for growth and deliver timely cost-effective solutions without sacrificing quality. Provide solutions before the problem arises. Armed with over 15 years of hospitality expertise, offer strong leadership skills and inspire innovative team to become pioneers in the industry. Passion for exceeding client expectations goes unmatched.

Areas of Expertise:

- **Problem Solving**
- **Leadership & Teamwork**
- **Planning & Development**
- **Conflict Resolution**
- **Budget Management & Forecasting**
- **Active Listening**
- **Contract Negotiations**
- **Creativity**
- **Organization & Time Management**
- **Staffing**

EXPERIENCE

SODEXO, Bridgewater / Skillman, NJ

2015 - 2020

Project Manager, Sanofi

2020

Supervised completion of projects and staff management for 35 global sites. Led weekly site operations meetings with both clients and internal functional teams.

- Accelerated service response times on campuses by innovating 4 new technology procedures, Sodexo IOT.
- Implemented new site inspection program, identifying facility and housekeeping related issues, decreasing reactive maintenance issues by 90% within one quarter.
- Collaborated with mail center team to institute new technology and improved 24 standard operating procedures.
- Revised new COVID workstation protocols as per client's specific site needs.

Multi-Service General Manager - Conference Services

2016 - 2020

Coordinated with other on-site service departments to ensure proper execution of special functions, ranging from 30 to 300 guests.

- Created and customized processes for expansion of 2 new conference centers, Bridgewater and Cambridge.
- Partnered with client space planning team to develop advanced conference center design, including video and multipurpose room capacity at 2 locations.
- Authored conference center policy, resulting in 40% increase of available meeting space to hold all business meetings without conflict.
- Interviewed, hired and trained management leads for 2 on-site conference centers.
- Transformed team by revising procedures and standards to exceed customer expectations with a focus on brand management, reshaping image for a more "concierge" view and ability to handle most situations, creating new business in Cambridge, MA.

General Manager - Food Service, Bloomberg LP

2015 - 2016

Drove subsidy volume of \$4M between cafe and special functions annually. Oversaw a staff, including 3 chefs, 2 frontline managers and 20 + staff members.

- Presented service revisions and saving initiatives to onsite client, with the potential annual cost savings of \$100K.
- Implemented FIFO food storage methods, eliminating food waste due to spoilage.

EUREST DINING @ CONNELL CORPORATE PARK, Berkeley Heights, NJ

2015

General Manager

Delivered sales volume of \$2.5M between cafe and catering services. Supervised 3 chef managers with a staff of 25 front line associates across 3 buildings.

- Launched the Fresh Fork Catering Program, emphasizing healthy and seasonal options for the corporate environment resulting in a 15% sales increase.
- Instituted stronger HAACP food safety programs, resulting in zero customer food borne illnesses.

FLIK INTERNATIONAL, New Brunswick, NJ / New York, NY

2006 - 2014

Food Service Director, Johnson & Johnson

2012 - 2014

Controlled sales volume of \$3M between cafe, catering and special functions. Directed team of 6 managers and 40 front line associates. Orchestrated large scale catering events, hosting 50 to 400 guests. Acted as primary contact for events at the Executive Guest House.

- Established café marketing team of 4 managers, designed to brainstorm new innovations and promotions for each cafeteria.
- Contrived each department's staffing schedules to meet the business demand.
- Restructured design of Executive Guest House, utilizing dining space as a larger conference room to allow larger groups, host retreats, cocktail receptions and BBQs, revamping menus to include quick service and buffet meal options, resulting in 25% increase of meeting space capacity.

Food Service Manager, Cravath, Swaine, Moore LLP

2008 - 2012

Managed sales volume of \$2M between cafe, vending and special functions.

- Improved and enforced new safety policies, resulting in 400 accident free work days.
- Presided over monthly customer service trainings for the staff of 7 managers and 30 associates.

Chef Manager, Cleary Gottlieb LLP

2006 - 2008

Managed sales volume of \$1M between evening café and catering services.

- Trained 30+ associates on FLIK's Platinum Customer Service program, with a focus on delivering top customer service and driving customer loyalty.
- Introduced new marketing programs to dining services, exceeding sales forecast by \$50K.

EDUCATION / CERTIFICATIONS

Bachelor of Science (BS), Food Service Management, Johnson & Wales University, Providence, RI, *magna cum laude honors*

- Candidate for IFMA Sustainable Facility Professional
- OSHA 10 Certification
- Yellow Belt Lean Six Sigma