

**Richard A. Schaeffer**  
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**Employment History**

**The Drexel Group, (Drexel Dining) 2007 to 2010**

**Executive Chef and Drexel Dining Division Manager.** Recruit, pre-screen, interview and identify candidates for dishwashers, banquet servers, bartenders, line cooks, prep cooks, chefs, sous chefs and executive chefs. Conduct weekly orientation training classes for new and experienced candidates. Establish and expand the inventory of these qualified individuals to fulfill current and projected customer needs. Update availability of the roster and perform on-site check-in of team members. Coordinate all job assignments for team members to any of the 90+ different job sites and document the book of business. Review and approve job orders and time sheets for payroll and invoicing. Promote, coordinate and train "on-site" supervisors. Handle tier training for different clientele based on their specific requests.

**Job Counseling & Training.** Write all training materials and guides for the Dining Division. Training includes banquet servers, line cooks, and chefs as well as general labor. I will be taking my ServSafe Instructor/Proctor test in April 2010 in order to upgrade the education of all dining staff as a benefit to our clients as well as a selling point to differentiate us from the competition. Guide employees through the positive and negative aspects of taking positions within contract companies. Counsel them on the importance of demonstrating their dependability and encourage self improvement through Progressive Administrative Management. Learn about their cultural background and the diversity it would add to my division. Track employee hours in the event they are offered a full time position by an account and negotiate the contractual buy-out.

**New Business Development.** Established and managed a sub division called "The Private Chef Program." This program offers the client the ability to have a trained professional chef, and support staff if needed, to come into their home and prepare a weeks worth of meals or a single meal for a special event. This takes place after interviewing the client for food preferences, wine selection budgetary restraints and possible food allergies. Recognize cultural diversity within our client base and the opportunities they represented. Prospecting for new customers, make sales and service calls, writing contracts and proposals as needed. Respond to customer satisfaction issues the fastest way possible. Develop new territory to expand. I am in charge of setting up our York office which should be open mid August 2010. In 2008 the Dining Division posted a 28 percent gain in sales over 2007 despite the sharp economic downturn during the last quarter of that year.

**Marketing.** Develop, update and target Drexel Dining advertising and promotional literature. Expand markets into surrounding counties. As of April 1, 2009 I was given the responsibility of upgrading the computer system to include hardware and software to better facilitate communication between team members as well as clients. I am also responsible for gathering and coordinating all team member information for the entire company to alert them by email and text messages when jobs become available. I am also involved in a number of peer to peer networking groups to continue to expand our client base.

**Additional Duties.** Attend all job recruitment fairs to search for new qualified candidates. Attend all business to business expos to recruit new clients for all company divisions. Review all contracts before being submitted for private, state and federal bid opportunities. Coordinate all past due collection issues through district justice or PA Court of Common Pleas for all divisions. As I am the Division manager I am on call 24/7/365 to take orders, address shortages and fill last minute staffing needs. I am also responsible for tracking monthly and quarterly sales figures and reporting those to the company president prior to our quarterly sales meetings.

**Schaeffer & Associates Printing 1991 to 2006**

**Owner, CEO.** Print brokerage firm offering design, full color and large format printing, mail house and fulfillment services. I oversaw the day-to-day operations of the company and taking it from a \$900.00 investment to \$500,000.00 in annual sales. Spearheaded new business development, researched, sourced and introduced new product profit centers. Sourced, negotiated and managed the cost of goods. Supervised staff of up to 10 employees and dealing with such staffing issues as hiring, firing, training, staffing and discipline.

**Gallagher Printing 1985 to 2001**

**Salesman. Full color printing.** Started as a pressman and was quickly moved into production management and then into sales and training other sales team members.

**HERCO - Hershey Park special events catering - 1982 to 1985**

**Area Supervisor.** I supervised 200 employees in prep and serving of meals for parties from 25 to 6,000. My duties employee hiring, firing and scheduling and I was responsible for tracking and ordering comestibles, menu planning and daily specials for the employee cafeteria within a pre-determined budget.

## Sales & Marketing Experience

I built a database of customers with a philosophy based on relationship sales and penetrated new markets, and developed profitable sales. I cultivated and retained customer relationships; transcending sales goals. I conceptualized, initiated new marketing plans that met and exceeded objectives and was responsible for product and pricing strategies including all new product strategies.

## Education

### **Keystone Technical Institute – January 2007 to August 2008**

Associate in Specialized Business Degree in Culinary Arts (GPA 3.7)

### **Penn State University – January 2009 to present**

Bachelor of Science in Organizational Leadership (Currently taking full-time course load in my spare time)

## Continuing Education

TIPS/RAMP Alcohol Awareness Certified, PA - 2008

Pennsylvania State Food Worker Certified, PA - 2008

ServSafe Certified, PA - 2007

French Culinary Institute Certified, NY – Intensive Wine Studies - 2006

ALS, PA – Accounting – Quick Books Pro - 2005

Sunrise Computer Learning Center, PA – certificates in QUARK Xpress, Illustrator and Photoshop -2003

## Professional Associations

### **Pennsylvania Restaurant Association. – 2008 to 2010**

Serve on the Education and Safety Committee and the State Alcohol Regulation Committee. I am a member of the board for the Capital Area Chapter of the PRA and serve on the Safety and Education committee and Governmental Affairs committee.

### **American Culinary Federation – 2007 to 2010**

Member of the Harrisburg Area Chapter

## Community Service

### **SERTOMA International - 1986 to present**

**Past District Governor.** My district encompassed territory from Carlisle PA to Morris Plains NJ. My duties included coordinating the recruitment and retention of members, initiating fundraising activities and securing publicity for major events, in keeping with International policy. Conceived and organized the City of Lebanon's New Year's Eve Celebration & The New Year's Bologna Drop.

### **Lebanon Valley Chamber of Commerce - 1988 to 2006**

**Chairman, Business Liaison Committee.** Responsible for direct membership contact, ensuring members concerns were being heard at the executive level. Organized the first Annual Chamber Picnic which is now in its seventeenth year and still growing.

### **Lebanon County Furniture Bank - 1987 to 1992**

**Co-founder.** I worked in conjunction with Lebanon County Christian Ministries, and other public assistance organizations, to organize the collection and distribution of used furniture to help people get a fresh start.

### **Ephrata Performing Arts Center - 1987 to 1992**

**Director of Development.** Responsible for securing corporate sponsors for theatre season.

## Computer Skills

QuickBooks Pro • MS Office • COATS – (Staffing software) • ADOBE Creative Suite • QUARK Xpress

References will be made available upon request.