

Norman Zwagil

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Profile

Veteran professional of the food industry with a unique passion for health and wellness while supporting corporate goals and producing financial results.

Extensive knowledge and experience with on-site retail merchandising, restaurant and campus dining, catering, and food service management.

Experience with new unit opening management.

Developing relationships with farmers to support sustainable living.

Experience

BUSINESS OPERATIONS CONSULTANT | NARRATIVE FOODS (CA) | 2021-2023

- Developed response to RFP for L'Oréal U.S. A's new corporate dining facility in Los Angeles.
- Assists CEO on multiple projects to promote profitability and operational efficiency.

DIRECTOR OF DINING | MORRISONS'S LIVING (NV) | 2020-2021

- Responsible for all aspects of dining in a premier retirement community with four levels of dining – independent, assisted living, health care, and memory care.
- Created Covid-19 plan to safely remain open during the start and height of the national crisis.
- Budget Oversight
- Managed support staff which included chefs, dining room managers, catering manager, nutritional supervisor, and 50+staff.

RESIDENT DISTRICT MANAGER | BON APPETIT MANAGEMENT COMPANY (MD) 2000-2019

- Responsible for all aspects of on campus dining, retail, restaurant and on and off-site catering management with four different campuses which included University of Maryland Baltimore, Goucher College, Johns Hopkins University and St. Timothy's School for Girls.
- Budgetary responsibilities ranged from \$11 million to \$20 million.
- Managed 7-15 managers and up to 160 employees.
- Negotiated numerous collective bargaining agreements with union partners.
- Developed local and regional food sourcing – 20+ farms, 3 organic aggregators.
- Consistently met or exceeded budget expectations for profit before overhead and reduced subsidy to clients where applicable.

PREVIOUS WORK EXPERIENCE:

Boston Market (General Manager/Regional Trainer)

Wild Oats Market (Site Selection Specialist)

Skills & Abilities

- Accounting & Budgeting
- Proficient with POS systems
- Excellent interpersonal and communication skills
- P & L Management
- Concepts and Menu Design
- Retail and Restaurant Design
- Opening start-up and project management
- Microsoft Suite | Slack | Webtrition | QuickBooks | LivePlan | Numerous Back Office Systems

Activities and Interests

- Natural and Gourmet Cooking
- Biking and Jogging
- Shopping Farmers' Markets.
- Family Hiking, Dog Walking
- Music Lover

References:

Paul Bulau
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Michael Corradino
District Manager for Bon Appetit Management Company
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*Additional references available upon request