**Mark Majors**

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**Dynamic Restaurant Operations Leader**

**Exceed Revenue and Cost Savings Targets | Deliver Exceptional Customer Experience**

High-performing regional director with demonstrated success in leading franchise and company operations. Influential, visionary coach and persuasive change agent with reputation for creating climate of engagement to ensure teams provide outstanding food and service. Strategic operator with strong detail focus in effectively identifying root cause problems, implementing solutions, and developing actions plans that deliver optimum business results.

Areas of expertise include:

|  |  |
| --- | --- |
| * **Organizational Leadership** | * **Strategic Planning** |
| * **Team Building and Development** | * **Active Listening Skills** |
| * **Franchise Consulting** | * **Team Collaboration** |
| * **Problem Solving** | * **Performance Management** |

**Professional Experience**

**PANERA BREAD**, Indianapolis, IN 2018 - 2019

**Area Operating Partner**

Oversee 7 cafes with sales in excess of $20M. Direct implementation of policies, objectives and market initiatives. Coach and mentor team accountability to system and process execution.

* Advanced 5 associates to manager through succession planning and team development, reducing turnover 18% year-over-year.
* Facilitated team development and growth, promoting Operating Partner to Delivery Operations Manager, and Bakery Training Specialist to Bakery Market Manager.
* Transformed outlier location to training café, reducing turnover, increasing associate engagement 30%, and improving service speed 50%.
* Boosted sales performance to #3 in region in 2018 through strategic staffing, operational improvements, and team training and development.

**RED ROBIN GOURMET BURGERS**, Indianapolis, IN 2011 - 2018

**Regional Operations Director**

Led operations for 10 restaurants with annual sales of $30M. Created successful teams with accountability for delivering exceptional guest service in high-performance culture.

* Drove sales performance for 6 consecutive years through operational and service improvements, high-level customer service execution, and premium-quality food and beverage.
* Delivered key operational metrics, including cost controls, and superior guest satisfaction, advancing market scorecard ranking from #42 to #7 systemwide.
* Built high-performance climate, elevating team-member engagement by implementing strategy, achieving scores among highest in director peer group.
* Reduced management turnover 15% through effective sourcing, selection, and team building.

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**RED ROBIN GOURMET BURGERS** (Continued)

* Served on Women's Excellence steering committee in 2015 - 2017, collaborating with members in creating and presenting development content.
* Attained certified training status in 3 locations, providing strong foundation and professional growth opportunity for management teams and managers-in-training.
* Opened 2 high-performing restaurants in 2017, exceeding targets and profit objectives.
* Nominated as TIGER team member in Ohio Valley Division, leading staff in new payment and order-taking initiative training and implementation, realizing 90% payment conversation at table.

**UNO RESTAURANT CORPORATION**, Indianapolis, IN 1995 - 2011

**Regional Director, Operations**

Headed operations of company and franchise locations that ranged from 10 to 32 restaurants with annual sales of $24M - $77M. Established and maintained effective, amicable franchise relationships.

* Analyzed guest feedback and metrics, partnering with teams to identify root cause problems and solutions, outpacing fiscal 2011 system average sales 1.6%.
* Coached teams in creating guest-centric culture, ranking among top regional performers in customer satisfaction comments.
* Supported franchise partners by sourcing, selecting, training, and developing opening management teams.
* Guided Midwest franchise growth, coordinating and steering 13 new restaurant openings.
* Influenced franchise principles in establishment of goals and strategy, supporting and aligning with organizational and franchise departmental objectives.
* Collaborated with peers and constructed market plans, garnering recognition by vote as Most Valuable Player at 2010 Regional Director development summit.

**Education**

**Bachelor of Science (BS)**, Business Administration, *magna cum laude*, Indiana Wesleyan University, Marion, IN

Eleven Fifty Academy – Expected Graduation February 2021

Fishers, IN

**Certification**

Serve Safe Certified, Serve Safe International, Indianapolis, IN, 2018

**Volunteer Experience**

Cub Scout Den Leader, Westfield, IN, 2018