

Steven A. Queen

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FOOD & BEVERAGE EXECUTIVE

Visionary hospitality leader with proven track record to build winning teams and provide exceptional client /guest satisfaction through financial performance, contract negotiation, and product delivery.

HIGHLIGHTS OF QUALIFICATIONS

- 15+ Years of Food & Beverage Leadership Expertise
- Demonstrated Contract Negotiation Success
- Product Market Research Analysis
- Proficient Financial Acumen
- Excellent Verbal & Written Communication Skills
- Results Driven Product & Service Delivery Expert
- Experienced Client Presentation Leader
- Primary Client Relationship Owner
- Accomplished New Market Growth Trailblazer
- Engaged GPO Functions for Sourcing & Concept Development

PROFESSIONAL EXPERIENCE

MID-ATLANTIC REGION

10/19 – Present

District Manager II, Sodexo – Program Leader for all food & beverage operations in secure government sites including 16 cafes with full retail, catering, and food service facility maintenance capabilities. Charged with leadership of 200+ hourly team members and 30 managers with overall district budget of \$22M annually. Routinely address issues of contract compliance, financial performance, union activity/negotiations, management, recruiting, client interaction, strategic program innovations, business development, and food product/equipment procurement.

MID-ATLANTIC REGION

05/18 – 10/19

District Manager, Sodexo – Business Leader of Food & Beverage Operations for United States Marine Corps Installations in the Mid Atlantic Area. Responsible for 3 Marine installations with 7 mess halls operating 365 days per year including a staff of 300+ hourly team members and 27 managers with overall district budget of \$12.2M annually. Managed compliance for company policy and procedures, mentored management through succession planning and workflow adherence, developed financial plans, executed operational audits, monitored food quality, and promoted customer engagement.

SOUTHERN REGION

05/13 – 03/18

District Manager, Unidine Corporation – Oversaw operations located in government, corporate, higher education, and private schools in the following markets: Maryland, Virginia, Washington DC, Georgia, and Oklahoma. Supervised a staff of 100+ team

members and 13 managers with an overall district budget of \$12.2M annually. Managed compliance for company policy and procedures, mentored management through succession planning and workflow adherence, develop financial plans, executed operational audits, monitored food quality, and promoted customer engagement.

NATIONAL INSTITUTES OF HEALTH, Bethesda, MD

09/12 – 05/13

Food Service Director, EUREST DINING SERVICES – Oversaw a 365 day, 3 meal period operation; supervised a staff of 15 members and 2 managers with an overall P & L budget of \$2.0M annually. Lead food and beverage department; managed sales, union contract, marketing, business development, finance, contract /vendor management, and human resources.

Various Locations in MD and Washington, DC

06/08 – 09/12

Food Service Director, ARAMARK – Administered multi-unit operations at American Red Cross, Woodrow Wilson Center and Johns Hopkins University. Lead residential dining operations serving an excess of 20,000 meals per week; supervise a staff of 70 plus team members and 6 managers with a budget of \$6.5 M annually.

EDUCATION:

Johnson & Wales University, North Miami, FL
B.S. in Food Service Management and Culinary Arts

CERTIFICATIONS:

Techniques of Alcohol Management (TAM) Certification
Certified Food Protection Manager
ServSafe Certified

ASSOCIATIONS:

Kappa Alpha Psi Fraternity Incorporated
Society for Hospitality and Foodservice Professionals
International Facilities Management Association

References Available Upon Request