



JOB OPENINGS
Senior Executive Success Coach/Consultant
(Full- and Part-time)

DM&A-Webb continues to expand and needs highly seasoned, progressively experienced current or former food service directors motivated to transform their career focus into becoming a DM&A-Webb Executive Success Coach / Consultant.

Being a Success Coach is different than being a typical consultant. It involves utilizing playbooks, roadmaps, or processes designed to help and guide a department from Good to “Best Practice” in one or all areas. Typically, it takes one to two years to become a fully functional DM&A-Webb Success Coach with the ability to work independently using our proprietary tools – faster if you’re a skilled “top gun.”

Coach/Consultant Analogy – When an Olympic Athlete wants to be the Best of the Best and win the Gold with a score of 10, they hire an Olympic Coach/Trainer. The Coach engages the athlete in focused, “hands-on” training, conducted patiently over time. This is different than what a typical consultant does. DM&A-Webb does both Coaching and Consulting. We have found that many professionals are not clear on the difference.

Additional Opportunity

If you are a recently retired “top gun” or close to retirement and would like to work three to five days per month for at least 5 years, we are interested in you as well. We have coaches that are 70+ “years young.”

Experience Required

20 to 40 years as an FSD or better with a PROVEN track record of transforming departments. We will need to review documentation about the exact results achieved in detail. We are impressed if a positive team culture was built under your leadership.

Credentials Needed

We are open in this area. Our coaches are a combination of the following: RD, CDM, MBA, Ph.D., Certificate Executive Chef (CEC) or simply someone with many years of experience with a history of generating powerful results. Generally, BS, BA, or Culinary degree is required as a minimum.

Salary

Similar to that of an FSD to include benefits, (401k, medical, vacation, etc.) Also, bonus potential for Senior Executives.

Starting When?

We anticipate that we will need a new Coach/Consultant every six months for some time. Our Suite of Services is now quite extensive and growing. See company brochure at www.chefdon.com. Please study prior to sending resume and cover letter.

Characteristics of a typical successful Executive Success

Coach/Consultant:

- Excellent “stage presence”
- People like you right away. You like people as well.
- Well spoken. Energetic. Upbeat. (Charismatic would be ideal.)
- Good (dynamic and engaging) at presenting in front of a group of people.
- Easy to understand. Spanish speaking a plus.
- Enjoys coaching and consulting.
- Can quickly diagnose why a problem exists with a high degree of accuracy.
- Passionate about excellence.
- Good at being persistent and following up with clients.
- Good at inspiring people.
- The ideal coach has intimate knowledge of each position in a department
- The ideal coach sets an example in all that they do with clients
- Organized. Very computer literate (a must). You will be tested for proficiency. Proficient with Microsoft Office (Word, PowerPoint, Excel), internet applications (e.g. Google calendar, Gmail, researching on the web), monitor and respond to emails daily.
- Doesn't mind traveling or even enjoys it.
- Willing to support a client on weekends as the need requires. (Coaching is not an easy 8 to 5 job, Monday to Friday.)
- Each of our coaches is an authority at one or more components of a department such as food production, IT, clinical dietetics, room service, retail, EVS operations, etc. But a typical coach is not an authority in all areas. Each coach tends to specialize in several areas but becomes knowledgeable of all areas over time (years).
- We also seek candidates that have developed tools or processes that helped grow revenue, decrease cost or improve operational success in any way.

What Does the Life of a Typical DM&A-Webb Success Coach look like?

- Except for our IT support division, most of our work is done on site.
- Normally a full-time Coach performs a minimum of 10 billable days per month on site, on the road. With travel, this means you are away from home at least 50% of the time. If that scares you, or your significant other, then this job is definitely not for you. This job is not good for young siblings and some spouses. Your spouse or significant other needs to buy in before you apply for a position.
- When working at home, Coaches are doing projects and EXTENSIVE following up with clients.
- Some of our Coaches have chosen to perform 15 billable days per month to earn bonuses. But, it's their choice. In this scenario they are away from home 75% of the time.

What Are the Most Common Projects?

- Room Service Readiness Planning and Training. About 45 days over a 6 month period. This is a lot of fun and very rewarding.
- Room Service Start Up Support. This involves a team of 4 to 10 Coaches for 5 to 7 days. 12 hour days are typical for the first few days. This is crunch time for everyone. The Coaches make sure there are no glitches in the room service preparation and delivery process. Coaches are very "hands-on" because the employees will be learning new jobs, recipes, procedures, and protocols. This is hard work but extremely rewarding. When complete, you will have assisted in helping to revolutionize a hospital's overall reputation and the quality of patient care forever.
- Destination 10 Performance Improvement Process Training. This is our proprietary PI process that gets "hard-wired" into a department forever. It helps departments achieve "Best Practice" in all areas. It involves 40 to 60 days the first year, 20 to 30 days in year 2, customized after that. Each Coach specializes in certain areas of the process such as Overall D/10 Specialist, Customer Service Academy, Culinary Academy, Clinical Management, Retail, Leadership Academy, Cost Containment, Room Service, etc. This process is extremely rewarding. It really feels good to watch a team slowly transform and to see the pride on their faces when they become the model department in the hospital.
- Operational Assessments (usually done by a highly credentialed, very senior Coach).
- Design and Renovation. This is handled by a team of Design Specialists.
- Retail Profitability Transformation. Done by coaches who revolutionized retail spaces when they were FSD's
- Cultural Transformation. Building a high performance, happy, team with high morale.
- Contract to Self Op. Helping a hospital transition to self op. We have a proven and well tested "All inclusive" package to facilitate the process.
- Retirement Communities – Performance improvement
- Colleges and Universities – Performance improvement

- K through 12 Schools – Performance improvement
- Executive Recruiting. Handled by DM&A-Webb corporate but assisted by the Coaches when in home office.
- Coding Malnutrition and Reimbursement Management
- Software Planning and Implementation Support. We take over where the software supplier leaves off. This is a highly specialized area.
- Financial Management Benchmarking Training
- Other services listed in brochure – see www.chefdon.com.

The Good, the Bad and the Ugly

- **Good.** Turnover in our company is very low. Coaches love their jobs and enjoy working with us. We treat our team members with the utmost of respect. The pay and benefits are competitive. You would be part of a unique team of highly skilled professionals. No politics at DM&A-Webb. No more illogical decisions to deal with.
- **The Bad.** If you don't like to travel then the job is NOT for you.
- **The Ugly.** Occasionally fate will delay a plane for hours causing you to have to re route—creating a long day. Fortunately after about a year most coaches are flying first class due to frequent flyer status. And Executive lounges in the airport are quite comforting when you're on a delay. It's like being in your family room at home complete with complimentary snacks, beverages, and television.

If you are interested in applying for this position, now or later on, **ALL** of the following is required to submit an application. Incomplete applications may be dismissed without review:

1. **Letter of intent / cover letter** specifying which position you are applying for. Please list your key major accomplishments from your last or current job. Include such things as retail sales increases, customer satisfaction score increases, financial improvements, etc.
2. **Resume or Curriculum Vitae**
3. **References from All of These Categories:**
 - Current or former supervisor
 - Professional peer within the industry
 - Industry peer/vendor

Email complete application package to careers@chefdon.com.

Note: If you applied in the past but did not hear from us, please feel free to apply again.