

Jordan Mackey

www.jordancmackey.com

152 Liberty Sq. Rd

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Resumé

Objective

Seeking a director level leadership position with an extraordinary group of individuals that can furnish a long-term home for myself as well as my talents and passions. Looking to continue to learn every day from the individuals in my charge as they create and innovate in their jobs.

Experience

2017 – present

Dig Inn

Director of Culinary Training

- Design and implement all leadership training programs
- Oversee recipe processes and documentation
- Coordinate people moves across 27 restaurants in 2 markets
- Oversee internal development pipeline
- Create and implement foundational culinary training programs
- Create and implement station training standards across the system
- Create and execute on “line level” station performance evaluations
- Create and train on operational systems

2015 – 2017

Whole House Group

29 Sudbury Kitchen and Bar, Flank Restaurant, Battle Road Brew House, Amory Maynards Café and Catering

Corporate Executive Chef

- Oversaw the opening of 3 locations
- Supervised 4 executive chefs and 3 General Managers
- Developed and engineered all menus
- Designed all new kitchen spaces from zero
- Designed and implemented all operational systems
- Created all digital tools for Front and Back of house
- Created and implemented all training events and structure
- Designed all Financial reports and structure

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2013 – 2015

Hotel Contessa

Benchmark Hospitality International, San Antonio TX

Executive Chef

- Manage a staff of 19
- Redesigned menu concepts and structure twice within the Authentic Spanish theme, to achieve a better fit for our unique rooms demographic
- Created new systems to effectively reenergize teamwork and efficiency for both the culinary and stewarding departments
- Reenergized the employee dining program
- Created and installed a comprehensive training program for the front of house on the menu, and brought in advanced training on Moroccan and Spanish cuisine and culture
- Incorporated an off-site catering program to stimulate revenues.
- Revitalized meetings and catering menus, that had been in place approaching 7 years
- Reworked properties inventory processes, increasing accuracy, and introducing a costing unit of measure to entire landed inventory
- Reworked menu costing and sales mix procedures
- Re engineered the ordering processes for all food procuring departments

2010 – 2013

River Terrace Inn & Restaurant Cuvee

Noble House Hotels & Resorts (NHHR) - Napa, CA

Executive Chef / F&B Director

- Managed a staff of 38
- Redesigned Cuvee restaurant concept into a farm to table, community driven concept focusing on “hyperlocal” ingredients and wines.
- Created and formatted all F&B budgets
- Coordinated merging of hotel and restaurant F&B departments operationally, whilst maintaining two P&L’s
- Launched a comprehensive community marketing plan for restaurant re-introduction.
- Increased YOY revenues 40% in year two
- Incorporated an off-site catering program to stimulate revenues.
- Introduced meeting and catering programs.
- Created all FOH training programs and service concept
- Managed liquor and wine programs
- Developed catering and cross-marketing relationships with winery partners within the community
- Developed and installed in-room “mini-bar” offerings, resulting in a 50% increase in sales.
- Advanced P&L management and installation of accounting systems for F&B.
- Worked with designers to create \$100K renovation plan to hotel F&B department to increase efficiency in BOH.
- Complete installation and programming of new POS system

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2007 – 2010

The Edgewater Hotel (NHHR) - Seattle, WA

Executive Chef

- Managed a staff of 46 union members
- Reconfigured all menus for hotel, with accurate costing, and sales mix input
- Redesigned room service menu concept
- Worked heavily with local foragers and farmers to develop a distinctive “northwest” cuisine for 6/7 restaurant
- Labor restructuring eliminated \$200K from annual payroll
- Re-designed training programs, training manuals and kitchen brigade
- Annual F&B revenues of \$9.4M
- Re-wrote banquet and catering menus with costing to meet comp-set positioning and operational capabilities
- Operated within union guidelines for a smooth operation in a common kitchen
- Created staffing guides and productivity measures to match different business levels
- Developed quarterly special events calendar
- Developed a 3-tiered grassroots F&B marketing strategy
- Reconfigured food inventory processes
- Reconfigured the expo system and server prep sequencing for kitchen with training material

2006

The Shores Beach Resort (NHHR) - Daytona Beach, FL

Task Force Executive Chef

- Assisted in the opening of Baleen restaurant
- Coordinated the organization of the Bqt Kitchen
- Filled in during the changing of executive chef
- Coordinated the resorts participation in the first ever Daytona Beach food & wine festival

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2005 – 2007

**The Grove Isle Hotel & Spa (NHHR) - Miami FL
Executive Chef**

- Managed a staff of 31
- Controlling Inventories and month-end financials
- Re-wrote all hotels menus and procedures
- Created a monthly wine dinner series
- Developed culinary concept for the spa
- Developed juice bar concept for the spa.
- Re-designed pool menus and execution procedures
- Created training manuals and kitchen templates
- Executed food and beverage revenues of \$6.5M to a total hotel revenue of \$10.5M
- 2007 budget of \$8.2M food and beverage revenue to a property revenue of \$14.5M
- Executed the re-design of the hotels catering and banquets menus.
- Produced catering revenues of \$2.8M annually
- Redesigned the culinary accounting system (ie: transfers, cost credits, and invoice handling, invoice log, and tracking sheets) to ensure clean reporting of costs and margins
- Redesigned common kitchen for efficiency, and smooth flow to different revenue centers
- Redesigned the banquet kitchen equipment layout

2004 – 2005

**Meritage Restaurant, Meritage Café
Shanes Cabana Bar & Sweet Gemellis Gelato
Naples, FL
Executive Chef / General Manager**

- Designed new concept and menu for 4 outlets
- Physically helped to redesign the property during renovation
- Responsible for hiring, ordering, costing, inventory, and banking
- Designed accounting system, for multi-unit transfers between 4 outlets
- Seasonal menus including sushi & Spanish tapas concept, and café to go concept
- Composed and managed wine list and inventory
- Handled all advertising and promotions
- Programming and maintenance of POS system
- Negotiated pricing on a bid-system with all purveyors
- Developed multiple concepts for adjacent Café
- Managed an assistant general manager, a bar manager, an executive sous chef, sous chef and a pastry chef
- Redesigned kitchen for efficiency
- Handled all purchasing for all furniture and fixtures during renovation
- Designed training programs for front and back of house

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2001 – 2004

La Playa Beach & Golf Resort (NHHR) - Naples, FL
Executive Sous Chef

- Annual revenues of \$3.8 million restaurant, \$10.6M total
- Crafted all holiday menus and events
- Directly supervised 32 employees
- Directly managed 2 sous chefs and an executive steward
- Duties included supervision of three meal periods per day, up to 1,000 covers daily
- Handled most periodicals, promos and all food related photography
- Filled in as banquet chef during transition between chefs
- Assisted in the setup of private club restaurant on hotels 3rd floor
- Assisted in the creation of tiki pool bar concept that proceeded to grow to \$3.2M annual revenue by 2004

Education

1997: The Culinary Institute of America - Hyde Park, NY
Certificate in basic food preparation
250 hours of instruction

1998: Lorenzo Walker Institute of Tech - Naples, FL
500 hours - Vocational Culinary Instruction

1997 – 2001:
New England Culinary Institute - Essex, VT
Associates Degree in Culinary Arts
B.S. Hotel & Restaurant Management

Press & Publications

- **Entrée Magazine** – Chef of the Month, October 2003
- **Naples Illustrated** – Food Photography and Restaurant Publication, 2002
- **Travel & Leisure Magazine** – Food Photography and Resort Publication, 2003
 - AAA – 4 Diamond award recipient for Baleen Restaurant, May 2003
 - AAA – 4 Diamond award recipient for Meritage Restaurant, January 2005
- **Wine Spectator Award of Excellence** – Meritage Restaurant, May 2005
- **Naples Illustrated** – Chef of the Month, February 2004
- **Naples Daily News** – Conversations with a chef, August 2005
- **NBC South Florida Today** - Valentines menu promotion Feb 2006
- **NBC South Florida Today** – new breakfast menu promotion June 2006
- **Dine Out Magazine** – cooking with Chambord chef promotion March 2007
- **Napa Valley Register** – farm-to-table gardening and cooking class with local 3rd grade students
- **James Beard House Dinner** – Game dinner with Benchmark December 2014