**JESSICA CLAIRE MENCK, Ph.D., MBA**

**LEADERSHIP & OPERATIONAL MANAGEMENT**

Milwaukee, WI ∙ 414-207-9811 ∙ clairemenck.com ∙ claire@clairemenck.com ∙ linkedin.com/in/clairemenck/

Award-winning business leader with a demonstrated history managing key growth initiatives within multi-unit and independent business structures. Dedicated passion for community and employee health and wellness. Known as an expert in delivering training and development strategies that increase participant engagement and drive business growth in a fast-paced environment. Driven, committed, and hands-on with a proven progressive career reflecting strong leadership skills that builds and leads motivated teams. Highly praised for work ethic, problem-solving and communication skills, and successful delivery of work.

**CORE COMPETENCIES**

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| --- | --- |
| * Staff Development * Strategic Planning * Human Resources (HR) Management * P&L/Budget Management | * Talent Development * R&D/Product Development * Performance Management * Instructional Design |

**PROFESSIONAL EXPERIENCE**

**Cream City Collaborative** *[Girlchef, LLC.]* **2000 – Present FOUNDING OWNER**  Milwaukee, WI

* Currently assists over 85 QSR clients and increased top store annual sales 15% and annual profit 10% YOY through community partnerships, co-branding, social media campaigns, operating costs, reengineering menus, reviewing sales spreads.
* Reduced labor costs from 40% to 20% by tracking costs through SMPH, setting bench and stretch bench to improve scheduling.
* Properly train and cross-train 300+ employees to help reduce repetitive job function resulting in an average labor drop of 7% to 12%.
* Lowered food cost in best store 20% to budget by Implemented variance reporting on weekly inventory and HACCP, spot variance checks, proper prep and food handling with a yearly goal of 25% - 30 QSR.
* Produced recipe costing for owners to transcribe recipes, butchers yield tests, associated plate cost and labor cost per recipe which can be integrated into the POS system for real-time cost accounting.
* Decreased turnover in top store from 70% to 50% by developing a more positive culture that included employee incentive programs, integrated wellness programming and ADR procedures for employee issues. QSR's Goal is 15% to 19%.
* Assisted with 12+ openings that included location/market analysis, traffic analysis, negotiate leasing, purchasing equipment, food license, transfer of ownership, brand changing, development of opening manual and managed full buildouts throughout the opening day.
* Developing an employee-centric culture in the restaurant by adding extensive training, mentoring programs and increased conflict resolution options for managers.
* Instituted daily pre- and post-shift meetings to review training and present new education, allowing for immediate feedback and individual retraining for employees who require it.
* Raised mystery shop scores by training employees on specific shopper areas of concern after sharing shopping scores.
* Helped owners/operators to develop detailed game plans for events (i.e. BEOs).

**Emmi Roth USA 2014 – 2017**

**RESEARCH & DEVELOPMENT | CORPORATE CHEF** Monroe, WI

* Increased annual sales 10% by ideation with national accounts like Nestle and Kellogg’s to integrate the product into recipes for national grocery and retail accounts.
* Supported food service, retail, and specialty sales teams of 20 to deliver client-specific education for corporate clients including product and recipe development.
* Developed and managed all culinary school interactions, scholarships, education, and programming. Liaison with Wisconsin Milwaukee Marketing Board (WMMB).
* Oversaw 40+ ideations with food producers, grocers on a national, regional and local level.
* Trained sales team on new product integrations, developed training materials for clients related to internal educational materials for retail and specialty teams.
* Provided all television representation and implemented recipes for the company at national and local food shows. https://www.youtube.com/channel/UCXCBlIAp7OBGOlc9gIy4IZA

**The Art Institute of Wisconsin 2012 – 2015**

**ACADEMIC DIRECTOR - CULINARY ARTS**  Milwaukee, WI

* Increased annual sales 100% in 2012, an annual profit of 20% in 2013 and grew student base from 0 to over 400 students.
* Hired, trained and managed 15+ chef instructors and set up an inventory management program that was adopted by all 42 schools.
* Managed Labor Cost to Target of 19%% by auditing all classes, improved the training of instructors and provided weekly feedback to assist with implementing proper changes.
* Maintained food cost to a budget of 28% by introducing inventory management and by negotiating lower pricing with distributors.
* Reduced Waste from 20%% to 10%% by Instituted inventory management changes. Hired and trained a dedicated inventory manager. Instituted trash audits. Monitored instructors for proper food handling.
* Received three corporate audits scored at 90% or higher. All food inspections received 100%, A rating.
* Designed and opened student restaurant, AIRMKE (Art Institute Restaurant Milwaukee) and responsible for scheduling all students.
* Founding director of two AOS and one BA program in culinary and baking & pastry arts programs and HACCP program for sous vide education.
* Worked as a representative in the community with Core El Centro, assisted with local community gardens and helped raise $50,000 for student scholarship organizations (ACF, FAB).
* Represented the Art institute on the Food Network and liaison with local press.

**New England Culinary Institute 2006 – 2009**

**CHEF-INSTRUCTOR & SUBJECT MATTER EXPERT**  Montpelier, VT

* Collaborated with team of **35** faculty members to co-create B.A. in Culinary Arts program.
* Designed and taught courses for A.O.S. and B.A. level students including Financial Management, Marketing, Labor Management, Operations Management, and Economics of Sustainability.
* Subject Matter Expert in development of online courses in marketing and business management.

**PART TIME CAREER EXPERIENCE**

**CHEF OWNER** – Mouth & Muscle **2017 - 2020**

**CHEF INSTRUCTOR –** Sur La Table  **2020**

**VISITING PROFESSOR –** DeVry University  **2006 – 2020**

**GUEST LECTURER –** Tulane University **2009 – 2010**

**EARLY CAREER EXPERIENCE**

**DISTRICT & AREA MANAGER -** Washington Inventory Service **2000 – 2004**

**FOOD & BEVERAGE MANAGER -** Riverbarge Excursion Lines **2000 – 2001**

**FOOD & BEVERAGE MANAGER -** Radisson Hotel Mayfair **1998 – 2000**

**EDUCATION**

**DOCTOR OF PHILOSOPHY (Ph.D.) -** *Leadership & Change,* Antioch University **2012**

* Dissertation: *Recipes of Resolve: Food & Meaning in Post-Diluvian New Orleans*

**MASTER OF BUSINESS ADMINISTRATION (MBA),** University of Phoenix  **2005**

**ASSOCIATE OF OCCUPATIONAL STUDIES (AOS) -** *Culinary Arts,* New England Culinary Institute **1998**

**BACHELOR OF ARTS -** *German & Sociology,* University of Wisconsin - Madison **1993**

**AWARDS & CERTIFICATIONS**

**UWM TRAUMA COUNSELING I: UNDERSTANDING TRAUMA & PROVIDING T.I.C. 2018**

**PN1 CERTIFICATE IN EXERCISE NUTRITION** **2018**

**INNOVATIVE DISSERTATION AWARD,** Networked Digital Library of Theses & Dissertation Consortium **2012**

**PUBLIC SCHOLARS AWARD,** Antioch University **2011**

**FELLOW - HASTAC,** Duke University  **2010 – 2011**

**FELLOW/VISITING SCHOLAR - NEWCOMB COLLEGE INSTITUTE,** Tulane University **2009 – 2010**

**CATHERINE BRENDEL FELLOWSHIP,** Women Chefs & Restaurateurs **2007**

**YOUNG RESTAURATEUR OF THE WORLD,** International Hotel & Restaurant Association **1999**

**MEMBERSHIPS**

**U.S.A. POWERLIFTING (*USAPL*)**

**SLOW FOODS WISE -** *Co-Chair or the Board of Directors 2018 – 2019*

**RESEARCH CHEFS ASSOCIATION –** *Former Member of the Education Committee*

**AMERICAN CULINARY FEDERATION**

**WOMEN CHEFS & RESTAURATEURS**

Educator, hotel, hospitality, and fine dining,