

## LISA M. BOCK

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### DISTRICT MANAGER

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- ✱ RESPONSIBILITY FOR DRIVING RESULTS AND OPERATIONAL EXCELLENCE IN 16 FACILITIES, 30 MILLION VOLUME DISTRICT
    - ✱ FOCUS ON OPERATIONAL EXCELLENCE AND TEAM BUILDING
  - ✱ LEAD AND MOTIVATE DISTRICT TEAM TO ACHIEVE COMPANY GOALS AND INITIATIVES THROUGH COACHING TRAINING AND ACCOUNTABILITY.
    - ✱ LEVERAGE PARTNERSHIP WITH PEERS AND REGIONAL SUPPORT
    - ✱ CONTINUED FOCUS ON CLIENT RELATIONSHIPS AND DELIVERING ON CLIENT GOALS
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### CAREER HIGHLIGHTS

- Recognized with 2022 ARAMARK District Manager of the year for central region awarded by President of Correctional Services
  - Recognized with 2019 ARAMARK Cost and Productivity Award for state region for managing the middle of the
  - Recognized with 2018 ARAMARK Front Line First Award at the annual operating plan meeting awarded by CEO
  - Recognized with 2015 ARAMARK Cost and Productivity Award for state region for managing the middle of the P & L
  - Recognized with 2013 ARAMARK Most Engaged People Award for instrumental role in development of hourly employees to management roles
  - Recognized with 2009 ARAMARK Assistant Foodservice Director of the Year Award
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### PROFESSIONAL HISTORY

#### GENERAL MANAGER/DISTRICT MANAGER ARAMARK

(01/2014 – present)

Earned promotion to drive district, leading Operational Excellence policies and procedures 30 facility managers and 150+ front line associates serving daily meals to offenders in 14 IDOC facilities and 2 facilities in Shelby County TN.

- Recognized for hiring, developing, and managing leaders to achieve communicated goals and objectives.
- Support Vice President of Operations
- Hire, develop, lead, and coach managers toward operational effectiveness. Created a motivated work environment for staff crucial to client satisfaction.
- Integrated technology Lead operations team on the rollout of P&L drivers, labor scheduling tool, KRONOS, food management protocols with 100% compliance.
- Meet weekly with clients to ensure we are delivering excellent customer service and support

#### Food Service Director (07/2012-01/2014)

- Was successful at opening team for two new accounts Team Lead for Evansville State Hospital and Ohio DRC
- Implemented Waste Management Program to control waste and manage food cost at a large account
- Manage labor and scheduling for two managers and forty employees on a weekly basis

- Successfully reduced labor and food cost and increased profit at struggling account
- Implemented Executional Framework New Business Model
- Increased retail sales with Fresh Favorite Program

**Assistant Foodservice Director (08/2009-06/2012)**

- Successfully manages forty employees and one hundred offenders scheduling, payroll, and HR functions on a weekly basis
- Manages weekly financials for a component that does \$50,000 dollars weekly in sales in charge of inventory, inventory reports and overall operations in control of foodservice for 2100 offenders in a correctional setting.
- Manages Ordering and Receiving of Products from Vendors Oversees Recipes and Overall Production Use of
- Prima and Microsoft Office Daily Received Assistant Foodservice Director of the Year for State Systems in Fiscal Year 2010.

**Environmental Services Supervisor (06/2008-11/2008)**

- Managed twenty employees in a hospital.
- In charge of housekeeping department and overall cleanliness of the hospital.
- Payroll and Scheduling weekly.
- Inspect Housekeeping Supervisors Work Daily.

Monrovia IGA –Grocery Store | Monrovia, IN. 05/2005 – 01/2008

**Deli Manager**

- In charge of day-to-day deli operations including ordering and pricing.
- Scheduling and payroll for twenty employees.
- Monitored inventory control and monthly inventories.
- Managed a variety of different issues in customer service.

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**EDUCATION**

**Bachelor of Science**, Business Administration with a focus in Management – University of Southern Indiana | Evansville, IN. 2000-2004

**References Available Upon Request**

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