

HOLLY, Purchasing Manager, *Le Loup* Bistro



Job Title: Purchasing Manager

Age Range: 25-45 years

Education: Bachelor of Science in Hotel Administration, Cornell University

Income Range: \$60K - \$80K annually

Background

Holly worked her way up in restaurant management, determined to be familiar with every position (from dishwasher to junior accountant). At the age of 28, she is now purchasing manager of a prestigious French bistro in San Diego, California. She is dedicated, conscientious, and is always looking to improve herself both professionally and personally.

Holly's grandfather was in the business of providing liquor licenses to restaurants in Los Angeles, so they dined out frequently throughout her childhood (later she discovered these free meals were how the restaurant owner compensated her grandfather for balances due). Holly always loved cooking because it combined her two passions: food and creativity.

Goals & Objectives

During service hours, you'll find Holly smoothly moving back and forth between the kitchen and her back office. She is excellent with organization, time management, deadlines - and savvy about equipment.

She is excited by technology, with a particular interest in how it can expand efficiency and profitability. She has been in dialogue with the owner about future expansion of *Le Loup* in neighboring La Jolla. Her personal 5-year plan entails raising financing for her own restaurant.

Values & Fears

Holly is most respectful of the hierarchy in a pro kitchen and always defers to the needs and requirements of both the chef and the owner respectively. She prides herself on being a team player and cares deeply about the well-being and safety of her staff. She never takes a superior stance and operates from the philosophy that every worker is a critical cog in the machine.

But she can be strict if she thinks she's being taken advantage of. She once had a run-in with the food supplier whom she discovered was skimming off the top, and promptly fired him. She prides herself in creating an environment that ensures maximum efficiency and ease for the chef. The owner gives her a good deal of autonomy, aware that even if her purchases go a little high, Holly is focused on quality, which will translate into profit in the long run.

Preferred Communication Channels

For vendor communication: email followed by detailed in-person or video meetings. Although young, Holly is an old-school advocate of genuine face time. She believes in fostering community among her team and vendors.

For learning about new products and solutions: conventions and conferences, webinars, social media, industry blogs

Buying Criteria

Key features: quality, efficiency, dependability, longevity

Deal breakers: solutions that are not vetted by both the chef and owner, that require frequent downtime for maintenance, and that do not comply with current health regulations.