



Tom Mell

Retail Manager

Medical College of Georgia, Health

Before you achieved your current position with Sodexo, what other positions did you hold?

I was Director of Operations for Wade's Restaurant in South Carolina for 2.5 years, and before that I was Chief, Food Service Management Training Branch, US Army Quartermaster Center & School, Fort Lee, VA for 4 years.

What led you to your current position at Sodexo?

I was Director of Operations for a Restaurant in South Carolina when I got married. I followed my wife, who was active duty Army at the time, to Augusta, Georgia, where she was stationed at Fort Gordon. I learned about the opening at MCG Health and applied.

What do you do in your position? Describe your average work day.

I manage a Health Care Retail Operation with a staff of 17 food service professionals. We do about \$1.2M in Food Court Sales and another \$200K in Catering Sales. I am responsible for operating a clean, safe and cost effective dining program that exceeds my client's expectations.

The largest block of time in my day is spent either in the food court with customers or visiting catering events. The rest of my day is devoted to Quality Assurance, Administrative Duties and interaction with staff and customers. My job is to make sure that nutritious, appealing meals are served in a clean and well-managed facility.

What have been the biggest rewards in your career?

Clearly the most rewarding part of my career was the time spent in the Army. I had the honor for 25 years to serve in the Army and the finest military ever assembled. The rewards associated with those years are a deep sense of patriotism and an appreciation for the blessings we have as Americans.

What are some of the challenges you take pleasure in for your job?

Wonderful question! Over the years I've told my teams that the average person couldn't do our job. I also have fun telling them, if we did our job like most other departments, we would have a bunch of starving customers. I enjoy the daily challenge of making sure we are ready three times a day to meet our customers' expectations. I enjoy the challenge of trying to squeeze every penny in my budget. I also enjoy the challenge of trying to surprise my team and customers with great customer service.

What do you like most about working for Sodexo?

Being part of the largest and best provider of food service products & services in our industry is wonderful. Also, I really enjoy the resources that are at my disposal to make my operation better.

What motivates you to do your job?

My motivation comes from the joy I get seeing things go as planned. I also love seeing my team reach new levels of service and productivity. Finally, I'm motivated by a sense of duty and the desire to do my job to the fullest of my potential.