

Who Ya' Gonna Call?
(317) 378-7274
Office Team Roles/Responsibilities

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FACILITIES MANAGEMENT

Rob Gannaway – Vice President of Facilities

Ext. 1200

Cell – 513.479.6245

- Facility design
- Facility construction
- Major R&M
- Equipment replacement decisions
- Equipment acquisition
- Vendor management and selection
- Furniture and fixture acquisition and replacement
- Signage selection and repairs
- Direct facility team and priorities
- Landlord coordination
- Permitting
- Manages Tech Services team (help desk, new restaurant openings, tech support)
- Manages restaurant software development
- Manages Aloha/Toast team

Luke Holsapple - Facilities Manager

Cell – 317.448.8239

- Repairs
- Preventative maintenance
- Warehouse management
- Equipment installation
- Coordination of equipment moves and storage
- Furniture installation

Bobby Clark - Electrician

Cell – 317.696.6373

- Electrical installation
- Electrical repairs
- Equipment evaluation and repair
- Evaluation of systems and additional load needs

Gavin Kanyuh - Electrician

Cell – 260.466.3564

- Electrical installation
- Electrical repairs
- Equipment evaluation and repair
- Evaluation of systems and additional load needs

CULINARY

Carl Chambers – Vice President of Culinary and Innovation

Cell – 812.327.5257

- Menu development
- Oversees all culinary operations
- Advises food purchasing changes
- Develops new concept menus
- Oversees BOH training

Joni Manes – Culinary Systems Administrator

Cell – 317.490.7938

- R365
- Menu changes
- Recipe building maintenance/revisions
- BOH inventory maintenance
- BOH compeat food maintenance
- Culinary calendar

Casey Frank - Regional Chef

Cell – 513.312.4041

- Handles direct on-site BOH operations
- New restaurant openings
- New menu rollouts
- Staffing
- Training
- Standards achievement
- CRG ServSafe Instructor

Collin Hilton – Chef de Cuisine

Cell – 415.933.9231

- Menu change lead
- Advises unit chef on menu development
- Training of menu changes
- New menu rollout
- Special event lead

Rand Lennox - BRU Food Tech

Cell – 440.283.6215

- Handles direct on-site BRU operations
- BRU training and new BRU chef training
- BRU standards achievement

Kristi Feichtinger – Culinary Assistant

Cell – 970.331.6004

- R365
- Menu changes
- Recipe building maintenance/ revisions
- BOH inventory maintenance
- BOH compeat food maintenance
- Culinary calendar

FINANCE

Gabe Cotton – Chief Financial Officer

Ext. 1135

Cell – 317.695.9021

- Accounting administration supervision
- COMPEAT Administrator (username/passwords, re-polling, DSR issues, technical questions, financial statement function, budget worksheets)
- Cash management/ banking/ treasury / Bank signature card updates
- Financial statements / P&L review / Closing Calendar / Chart of Accounts
- Audit – Financials
- Tax Return – Submission to Somerset and Review
- Member Distributions
- Insurance: Property/Casualty administration, placement and renewal
- Guest incident claims -receives-reviews all
- Process improvements – Accounting SOPs
- Review daily / monthly accounting reconciliation process
- Contract approval
- Accounting / Legal / Professional invoice review
- Credit card management – services, inquiry, disputes & chargebacks
- Gift Card (Including Online) purchase / refunds / adjustments / Aloha Enterprise
- Insurance certificate (COI and EOP) requests
- General & Admin Budgets

John Roesch – Secretary / Treasurer / Controller

Ext. 1105

Cell – 317.514.4140

- Real Estate Management
- LOI - Lease Review and Renewal
- Liquor License Administration -New / Renewals
- Trademark Administration
- New Business Entity Formation
- Governmental Registration, EIN
- Secretary of State registrations
- Business Operating Agreements, Minutes, Resolutions
- Lease Accounting – Lease Summary, % Rent, CAM, Taxes
- Business / Restaurant License Renewals
- Cash management/ banking/ treasury
- Bank Loan Review, Debt Oversight - Interest, Covenant Review
- Bank signature card updates
- Sales and Use tax & Property Tax Review, 1099's, Tip reporting 8027's
- CRG online gift card purchase/refunds / adjustments / Aloha Enterprise
- Accounting Payroll Oversight. CRG & MLH, Bonus calculations
- Prepaid BWC Ohio Work Comp
- MLH Management Fees, Cash Reporting, Royalties, Guarantee Payments
- Fintech Admin – Set up.
- Fixed Asset Review
- Restaurant Worksheet Budget Review

Eliza Hunter – Accounts Payable Manager

Ext. 1106

Cell – 317.612.4726

- Accounts Payable Vendor Management
 - Past due invoice inquiries
 - Setup new vendors (W-9 required)
 - Large Vendor Payment
 - Utilities payment and set up new accounts – all locations
- Corporate American Express accounts
 - Send receipts anytime Corporate card is used
- Bank Deposit Slip Ordering
 - All Locations

Josh Vandergrift – Staff Accountant – Inventory Lead

Ext. 1108

Cell – 317.518.6791

- Audit & Approve DSS - Audit and Post A/P Invoices & Monthly Vendor Statements for following DO's and locations:
 - Michael Brown
 - Livery Indy
 - Livery HTC
 - Livery Montgomery
 - Rize Carmel
 - Rize Indy
 - Rize Fishers
 - Ft Mitchell
 - Bru Montgomery
 - Chris Garcia
 - BRU Plainfield
 - BRU Noblesville
 - BRU Lafayette
 - BRU South Bend
 - BRU Brownsburg
 - Theo's
 - Bru Westerville

Mindy Mitchell - Staff Accountant

Ext. 1107

Cell - 317.701.3934

- Audit & Approve DSS - Audit and Post A/P Invoices & Monthly Vendor Statements for following DO's and locations:
 - Mike O'Donnell & Mike Cunningham
 - Event Center
 - Delivery Kitchen
 - Café 251
 - The Bemberg
 - Elevance
 - Bru Cincy
- Bank Reconciliation
 - CRG Escrow
- House Accounts
 - Setup and Aging

Melissa Marks - Staff Accountant**Ext. 1114****Cell – 540.330.7632**

- Audit & Approve DSS - Audit and Post A/P Invoices & Monthly Vendor Statements for following DO's and locations:
 - Roddy Kirschenman
 - Nesso
 - Vida
 - Provision
 - Union50
 - Commission Row
 - Patrick Butterly
 - Boulder Creek
 - SCG
 - SCZ
 - SCN
 - SCM
 - SCP
- All Locations
 - Paytronix & Toast Refunds
 - Month End Gift Card Comp Audit
 - Monthly Private Dining Reclassification
 - End of Period Sales Reports (for Laundry Services allocations)
 - Monthly Sales Tax Reports
 - Credit Card Disputes & Chargebacks
 - Shoes for Crews Reconciliation

Erica Haines – Staff Accountant**Cell – 317.440.0128**

- Audit & Approve DSS - Audit and Post A/P Invoices & Monthly Vendor Statements for following DO's and locations:
- Fintech
 - Steven James
 - BRU Evansville
 - BRU Indy
 - BRU Carmel
 - BRU Keystone
 - BRU Bloomington
 - Tavern at the Point
 - Bru Lexington
 - Matthew Kennedy
 - Mesh Indy
 - Modita
 - Marquee
- Fintech

Nathan Houze – Inventory Specialist**Cell – 317.378.7274**

- Inventory Lead
 - New Items – Food, Liquor, Beer, Wine

**** – Accounting Manager****Cell –**

- Real Estate and Personal Property Tax Prep
- Monthly close process
- All Locations
 - Fixed Asset Accounting
 - Monthly Reports
 - Maintenance of Excellent Financials
 - Repair & Maintenance Reports
 - COGS Reports
 - Petty Cash Reports
 - Maintain Budgets
 - Monthly CRG Journal Entries
 - Credit Card Fees & Services
- Bank Reconciliations
- Prepaid Medical Accounting – Anthem and Other Benefit Tracking
- Prepaid Accounts

OPERATIONS MANAGEMENT

DIRECTORS OF OPERATION		
Mike O'Donnell (President & COO) modonnell@crgdining.com 317.457.7850	Cafe 251 Vida Nesso Commission Row	Union 50 Elevance The Bemberg BRU Cincy
Matthew Kennedy mkennedy@crgdining.com 317.332.5170	Mesh Indy Mesh Louisville Modita	Marquee Premier Catering Provision
Michael Brown mbrown@crgdining.com 317.506.8784	Livery Indy Livery Noblesville Livery Montgomery RIZE Ironworks	RIZE Carmel RIZE Fishers BRU Ft. Mitchell BRU Montgomery
Steven James sjames@crgdining.com 317.695.7291	BRU Indy BRU Keystone BRU Carmel BRU Evansville BRU Bloomington	BRU Lexington BRU Ft. Wayne Tavern at the Point ShinDig
Chris Garcia cgarcia@crgdining.com 317.702.4592	BRU Noblesville BRU Brownsburg BRU Lafayette BRU Plainfield	BRU South Bend BRU Westerville Theo's Italian BRU Greenwood
Patrick Butterly pbutterly@crgdining.com 317.792.6264	Charbonos Boulder Creek SC Greenwood SC Zionsville	SC Noblesville SC Montgomery SC Plainfield

MARKETING

Vice President of Marketing - Jillian Boyington

Cell – 251.752.1644

- Marketing strategy development and overall plan/CRG Branding
- Marketing Budget and Invoice Approval
- Create, design and manage all menus, advertising, and marketing collateral
 - Business cards and restaurant signage
 - Manage Single Platform Platform
- Public relations, Press releases, Media Relations, and Special Events
- Community relations and donations
- Website development, strategy, content changes, updates
- Communications and Promotional Strategy
 - Email marketing (frequency, messaging, design)
 - Social media strategy and communication
- VIP Loyalty Program, card edits and/or changes
- Gift Card Program Management/E-gift card issues and updates/Bulk gift card sales
- Manage Business Listings, Business Listing Platforms
- Manage and maintain contracts, partnerships, and publication opportunities
- ALL Team Member Uniforms and Apparel (Includes Shirts, Aprons, and Chef Coats)
- Marketing Tech Account Setup and Questions (Includes Tripleseat, Birdeye, Google, Yelp, and Facebook)
- Manages Paytronix

Emma (Pate) Shoulders - Marketing Manager

Cell – 812.391.2758

- **Marketing Strategy & Execution** – Develops and implements marketing strategies, including social media management, for Boulder Creek, Charbonos, Stone Creek (all), Marquee at the Landing, Livery (all), Tavern at the Point, Union 50, and the CRG corporate brand.
- **Business Listings Management** – Updates and maintains all business listings for locations.
- **Email Marketing** – Creates and executes email marketing campaigns.
- **Brand Monitoring & Listening** – Tracks brand mentions and customer feedback across digital platforms.

Anna Albaugh - Marketing Manager

Cell - 765.242.2962

- **Marketing Strategy & Execution** – Develops and implements marketing strategies, including social media management, for Commission Row, Mel's, ABOVE, Vida, Nesso, Provision, Modita, The Bemberg, Premier Catering, 600 East, and CRG Event Center.
- **Business Listings Management** – Updates and maintains all business listings for locations.
- **Email Marketing** – Creates and executes email marketing campaigns.
- **Brand Monitoring & Listening** – Tracks brand mentions and customer feedback across digital platforms.

Zahria Hart - Marketing Manager

Cell – 317.771.8289

- **Marketing Strategy & Execution** – Develops and implements marketing strategies, including social media management, for BRU Burger Bar (all), Theo's Italian, Mesh (all), Shin Dig, RIZE (all), and Cafe 251.
- **Business Listings Management** – Updates and maintains all business listings for locations.
- **Email Marketing** – Creates and executes email marketing campaigns.

- **Brand Monitoring & Listening** – Tracks brand mentions and customer feedback across digital platforms.

Emily Wheatley - Graphic Designer

Cell – 317.373.6626

- Brand Marketing Collateral
- Beverage Menu Update & Design
- Update menus (website, and company portal)
- Logo and Graphic Design for New Brands
- CRG Marketing Collateral
- Food Menu Updates & Design
- Update menus (website, and company portal)
- Logo and Graphic Design for New Brands

Carley Jobe - Marketing Specialist/Customer Support

Cell – 765.561.2220

- Customer & Location Support
- Apparel Orders
- Restaurant fulfillment orders
- Manages Birdeye
- Manages the Customer Loyalty Program
- Manages All VIP Marketing and Customer Q/C & Reporting
- Donation Log Management & Tracking

TRAINING

Charles Wright – Director of Training & Technology

Cell – 765.744.8682

- Lead overall strategy for training, curriculum development, new restaurant openings, and CRG training standards
- Oversee Tech Services team and guide company tech stack
- DoorDash Administrator
- Slack Administrator
- Opus Administrator and learning platform strategy
- Support cross department alignment with HR, Marketing, Finance, and Ops
- Monitor learner sentiment and training effectiveness across CRG
- Cross functional project management

Eric Paulini – Manager of Manager Training

Cell – 630.935.2134

- Develop and maintain manager training program
- Manage and optimize tech platforms including 7shifts, Toast, and OpenTable
- Main point of contact for MITs
- Facilitate New Manager Training Day
- Conduct MIT check ins
- ServSafe contact
- Opus administration

Travis Brown – Training Manager

Ext. 1132

Cell – 317.850.3314

- Develop and maintain hourly training program
- Food/menu education across CRG
- Opus menu training
- Concept level menu matrices
- Certified Trainer program
- Main point of contact for restaurant training specialists
- Oversee hourly system rollout training
- Lead new restaurant opening training

Mickie Bogan - Training Coordinator

Cell – 765.481.4575

- Maintain hourly training program
- Bar training
- Host training
- Automations for hourly training
- Support new restaurant openings on site
- Restaurant training support as needed
- Training check ups
- Toast hourly training and rollouts on site

TECH SERVICES

Dan Mazzio - Tech Services Manager

Ext. 1120

Cell – 317.390.4781

- Internet and wireless network support
- Office computers, printers, notebooks, iPads
- Windows, MS Office, Google Workspace support
- Google Workspace Admin
- Network monitoring and oversight
- Security camera systems
- Audio and visual systems
- Telephone system support
- Vendor management - Comcast, DirecTV, Cincinnati Bell, Unifi

Marcie Dreyer – System Support Specialist

Ext. 1121

Cell – 317.509.2460

- Toast POS support
- New menu item entry
- POS updates and upgrades
- Toast software troubleshooting
- Paytronix support, including VIP and gift cards
- Toast hardware support
- Credit card processing issues
- Ordering and setup of POS equipment
- Help Desk ticket management
- Online ordering support

Jacob Sharp – Restaurant Software Developer

Ext. 1123

Cell – 317.607-2680

- Payroll Toolkit development and improvements
- Process and service automation
- Toast hardware support
- On site restaurant tech support
- General restaurant tech support
- Networking, computers, and printers
- TV systems

Mason Bledsoe – Tech Services Specialist

Cell – 765.993.1157

- Toast beverage changes and process
- OpenTable Support
- Tripleseat Support
- Restaurant 365 Permission Support
- 7shifts Support
- Reactive/emergency on site restaurant tech support
- Proactive tech services visits

FOR SUPPORT WITH ANY TECH SERVICES ISSUES INCLUDING & TOAST PLEASE USE THE HELP DESK:

<https://sites.google.com/crgdining.com/crgportal/help-desk?authuser=1>

OR EMAIL:

help@all-stores.on.spiceworks.com

PLEASE USE THE EMERGENCY HELP DESK NUMBER FOR ISSUES THAT PREVENT NORMAL BUSINESS OPERATIONS ONLY 317.520.2795

HUMAN RESOURCES

Ashley Kerfoot - Director of Human Resources

Ext. 1112

Cell – 317.316.6693

- HR policy development and Approval
- Oversight of external investigations (DOL, ICE, EEOC, etc.)
- Complex ER issues or executive-level coaching
- Succession planning, 9-box calibration, and career pathing

- Compensation, org structure, and role scope reviews
- Leadership development strategy
- Employee surveys (design, messaging, and executive debriefs)
- Benefit Strategy & Renewal
- HR Scorecard
- Training & Development
- HR Resource / partner to executive team - monthly touchbase and as needed
- Performance Review Management
- Legal Compliance Oversight
- Vendor management
- Compliance audits
- HR Project tracker / roadmap ownership
- 5500 submission
- Benefit / Comp Plan compliance testing
- Diversity Corners
- ADP Permissions / Security management / password resets etc.

Brittany “BHay” Hay – HR Generalist

Cell –317.210.3695

- Employee Relations
- Unemployment
- Review of coaching & counseling forms
- Benefits Support - as needed
- Open Enrollment Support - annually
- Exit & Stay Interviews - as needed
- Benefit Reconciliations - monthly EOM July
- EEO1 and BLS reporting - annually & BLS monthly / quarterly/ randomly
- 401k back up support
- HR Resource / partner to GMs - as needed
- Turnover Tracking
- Performance Review Support
- FMLA/Leave initial process
- ADP Permissions / Security management / password resets etc
- Documentation management - updated docs, policy versions, etc.
- COBRA oversight
- Anthem weekly reconcile
- FSA Updates as needed
- Minor Labor Law - week of July 21st

RECRUITMENT

Michelle Watts – Director of Recruitment

Ext. 1104

Cell –317.691.7868

- Full-cycle exempt recruiting management
- ATS/ADP system management and improvements
- Manage GEM Awards program - monthly
- Full scope hourly onboarding ownership

- I-9 Section 2 audit as needed
- ADP Permissions / Security management / password resets etc

PAYROLL

Katie Wefler – Payroll Manager

Ext. 1110

Cell - 219.794.5487

- Payroll Oversight & Management
- ACA Compliance Oversight
- Safety Committee Ownership / Chair
- Workers Comp Management
- FMLA/ADA/Leave tracking / process
- ADP 401k ownership
- Garnishments & Wage Items
- ADP Support
- W2 and year end tax forms
- ADP Permissions / Security management / password resets etc.
- Wage and Hour Compliance Audits - (proper classification, OT calcs, etc.) 2x year
- LW Reports & any other requested reports

Jessica Apple – Payroll Manager

Ext. 1137

Cell – 317.869.5029

- Payroll execution
- ACA Management
- Jot form data entry and updates
- Jot form ownership - new forms, form adjustments etc.
- ADP 401k support
- Garnishments & Wage Items
- ADP Support
- W2 and year end tax forms
- HRIS Data audits - (missing / inconsistent data, validate termed employees, reporting relationships, etc.) 2x year
- ADP Permissions / Security management / password resets etc

Lucy Gomez – Office Manager

Ext. 9000

Cell – 317.903.6225

- Customer & Location Support
- Mail & Packages
- Swag, Apparel, Milestones
- Birthday & Anniversary Report / Emails
- Manages Alarm Codes/Call Lists for all locations
- Admin for:

- 365
 - Opentable
 - Tripleseat
 - Staples
 - Alarm Codes/Call Lists
- Manages the following portals for CRG:
 - CRG Directory
 - CRG Portal
 - Who Ya' Gonna Call List