

Dan Missere

Profile

Proven facility manager with over 25 years of experience. Strong interpersonal communication skills, both oral and written, developed through coaching and employment experience. Have extensive experience in facility management, hospitality, sports programming, and event planning. Excel in fast-paced environments requiring situational problem-solving. Have consistently demonstrated the ability to adapt to adversity and overcome challenges. Always enthusiastic, positive, logical, responsible, and a fast learner.

Employment Experience

Franchise Partner – Freshii Sault Ste. Marie

Jan 2018 to Present

- Oversaw design and construction of 1800 sq. ft. quick-service restaurant. Worked with project Architect, Engineer, General Contractor, and Subcontractors to deliver the project on budget and schedule.
- Worked with City Planning Officials and Algoma Public Health throughout the project to obtain necessary approvals and permits.
- Consistently ranked as a top-performing store within the Franchise System.

Wacky Wings Eatery and Beverage Company

Jan 2015 to Jan 2018

General Manager

- Manage day-to-day operations of two 200-seat locations with food and beverage sales over \$3,500,000.
- Hire, train, and manage a staff of over 80.
- Coordinated daily, weekly, monthly, and yearly cleaning and maintenance activities.
- Oversaw the implementation of the Optimum Control Inventory System.
- Managed the transition to Pixel POS Management Software.
- Proven success in attaining operational benchmarks for sales, COGS, wages, and level of service.
- Oversaw the implementation of BevChek draft management software.

Searchmont Resort

Nov 2008 to Oct 2014

General Manager

- Routinely reported Searchmont Resort business, directions, and financials to the volunteer Searchmont Board of Directors, various subcommittees, department staff, and clients via oral, written, and graphic professional presentations.
- Managed and completed appropriate administrative functions, including management reports, funding applications, government applications, and facility inspections.
- Regularly promoted and ensured adequate training and communication with resort staff to create safe and enjoyable environments for all employees and clients.
- Managed an annual budget of \$1,300,000 to \$1,800,00.
- Responsible for a seasonal staff of 100 to 140 annually.
- Developed and managed asset management plan including facility buildings, mobile equipment (3 Bombardier groomers, snowmaking plant, water treatment plant, kitchen, condos, and main lodge), and ski lifts.
- Directed bidding procedure and oversaw the work of all independent contractors.
- Assisted in securing \$1,185,000 in capital infrastructure funding from NOHFC and Fednor.
- Performed as a general managing supervisor to Searchmont Resort Staff through coordinated leadership of daily department facility operations, including Marketing, Customer Service, Adult and Children's Programming, Special Events, Food & Beverage, Outdoor Operations (lifts, grooming, snowmaking, safety team), Housekeeping & Accommodations, Sports Centre, Maintenance & Security.
- Created, presented, and trained employees regarding the Searchmont Resort Risk Management Plan.
- Coordinated and facilitated Searchmont Resort infrastructure refurbishments and repairs.
- Responsible for the development, planning, and coordination of all event activities, including national and provincial championships, concerts, weddings, and banquets.
- Professionally endorsed and represented Searchmont Resort in the media and at promotional events.
- Respected, fulfilled, and monitored all requirements of regulatory authorities, including TSSA, MOL, ACGO, MOE, ESA, and Algoma Health Unit.

**Searchmont Resort
Inside Operations Manager**

Nov 2006 to Nov 2008

- Managed and completed appropriate administrative functions, including management reports, funding applications, government applications, and facility inspections.
- Performed as a managing supervisor to Searchmont Resort Staff through coordinated leadership of daily department facility operations, including Marketing, Customer Service, Adult and Children's Programming, Special Events, Food & Beverage, Sports Centre, and Housekeeping & Accommodations.
- Supported, assisted, and coordinated all event activities, including national and provincial championships, concerts, weddings, and banquets.

**Crimson Ridge Golf Course
Director of Golf**

Apr 1999 to Nov 2006

- Oversaw and coordinated the daily facility operations, including retail, food and beverage service, facility and golf course maintenance, sales, and marketing.
- Established and implemented the Human Resources & Facility Operating Policies.
- Employed, trained, and coached all Staff.
- Developed and monitored the Financial Plan (operational and capital).
- Directed the design and development of Crimson Ridge Golf Course, including golf course and clubhouse design.
- Oversaw and directed the promotion, sales, and delivery of the Corporate Golf Tournament Program.
- Professionally endorsed and represented Crimson Ridge in the media and at promotional events.
- Managed all tournament and event activities including local, regional, provincial, and national events, corporate outings, and weddings. This included the 2005 Canadian Club Champions National Championship

**Sault Ste. Marie Golf Club
Director of Golf**

Apr 1995 to Apr 1999

- Financed and operated a fully stocked golf equipment pro shop.
- Supported, assisted, and coordinated all golf course events including a Canadian Tour Event.
- Developed and monitored Sault Ste. Marie Golf Club Financial Plan.
- Supervised and facilitated daily operations, including retail shop, facility, and golf course maintenance, sales, and marketing.
- Established, implemented, and evaluated Human Resources Policies and Facility Operating Procedures.
- Hired, trained, and coached all seasonal staff.
- Designed and directed the development of a new golf equipment pro shop building.

Education, Professional Development and Activities

Education:

University of Guelph

- Earned credits towards Bachelor of Business Administration – Sept. 1989 to April 1990

Algoma University

- Earned additional credits toward Bachelor of Business Administration – Sept. 1990 to April 1991

PGA of Canada

- Earned Class A status through the PGA of Canada Apprenticeship Program – April 1990 to Sept. 1993

Professional Development:

Coaching:

Canadian Ski Instructors Alliance, Level 3 (25 years), Canadian Ski Instructors Alliance, Level 1 Course Conductor, Canadian Ski Coaches Federation, Level 2 and Alpine Canada Level 2 Official National Coaching Certification Program, Level 2 Theory
Swim Canada Level 2 Official

Other:

Valid Driver's License, Fall Arrest Trained, Smart Serve, Food Handlers, First Aid and CPR.

Activities:

Coaching:

Sault College Cougars Men's and Women's Golf Team Head Coach (2015 – 2018)

Sports:

Avid Fly-Fishing enthusiast. Enjoy Golf, Alpine Skiing, Hockey, Mountain Biking.