Sergio Palacios

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English • Spanish

Professional Summary

Culinary-trained food service leader with 12+ years of experience, progressing from Lead Cook to General Manager. Steps into accounts nationwide, across senior living, healthcare and K-12 schools, to open new units, lead transitions, and stabilize operations, learning new systems and training teams quickly. Bilingual and fluent in English and Spanish, connecting easily with diverse teams, residents, and families.

Areas of Expertise

Multi-Site & Interim Leadership • New Unit Openings & Transitions • Senior Living & Healthcare Dining • K-12 School Nutrition • Budget & Cost Control • Menu Planning & Recipe Standardization • Training & Hiring • Client Relations & KPI Reporting • Food Safety & Regulatory Compliance • Purchasing & Vendor Setup • Catering & Events

PROFESSIONAL EXPERIENCE

❖ SODEXO, INC. • Dec 2023 - Present

International comprehensive service solutions company with $20B+ in revenue

Resource Manager/General Manager – Nationwide Travel, 2026 - Present

- Deploy nationwide as interim General Manager, Executive Chef, CDM, and Operations Manager, including CDM coverage in California under Title 22 for Senior Living Communities, Healthcare and K-12 Schools.
- Lead new unit openings and transitions to Sodexo: vendor and purchasing setup, staff orientation and training, food safety audit reediness, and systems rollout.
- Onboard new General Managers, chefs, and other managers on financial, scheduling, menu, and procurement systems, leaving how-to guides so each account runs independently.
- Served as SME and trainer on all menu-building systems, order and inventory, financial systems, POS and electronic health record systems.

Key Achievements:

- Served as operations expert in a sales presentation that won a contract renewal and helped build a 34.9 FTE staffing plan for a 370-resident community.
- Served as interim General Manager launching a restaurant-style dining concept across 6 venues for 600+ residents; Created Menus from Scratch, staffing models, and supported a zero-deficiency survey.
- Opened a new 5-school K-12 district account as Executive Chef, setting up ordering and inventory with new vendors. Train all staff members and set up catering for 600 district employees.
- Served as interim General Manager during a community's transition to Sodexo, covering culinary shifts while building ordering, sanitation, payroll, and cost-tracking systems from scratch.
- Guided a senior living community through a leadership transition, training the new GM and coordinating hiring of a new Executive Chef, Operations Manager, and Restaurant Manager.
- Assessed a culinary team and introduced standardized recipes, prep lists, and cleaning standards.

General Manager V – Miami Jewish Health, Miami FL, 2025 - 2026

- Lead Food & Nutrition operations across 3 buildings on an 18-acre campus (SNF, IL, AL/MC).
- Oversee $6.5M operating and $7.5M revenue budgets, including a retail café earning $20K+ monthly.
- Direct 6 managers and supervise 75+ FTEs.
- Manage culinary production for 455+ daily meals, including Kosher.
- Oversee PACE Senior Daycare dining program (175+ daily services).
- Coordinate campus-wide special events and catering.

Key Achievements:

- Elevated resident and patient dining satisfaction by 10–20%.
- Cultivated a high-morale work environment that significantly increased employee productivity and improved retention rates.

Regional Support Manager – Nationwide Travel, Dec 2023 - 2025

- Supported senior living and healthcare accounts nationwide in interim Executive Chef, Operations Manager, and Healthcare Manager roles.
- Trained teams on meal-ordering, electronic health record, and POS systems, including MealTracker, MealSuite, MatrixCare, and PointClickCare.

Key Achievements:

- Successfully supported 7 accounts in interim leadership roles, stabilizing operations and improving continuity of service.
- Implemented best practices that reduced waste and improved cost control, generating 10% savings in Food and Supply expenses for multiple accounts

❖ **AVANTE AT BOCA RATON • May 2023 - Nov 2023**

Multicenter skilled nursing, rehabilitation, and post-acute services provider committed to long-term and short-term senior care.

Dining Services Director (CDM), Boca Raton, FL

- Directed dining for a 144-bed skilled nursing and rehab facility, increasing satisfaction by 50%.
- Led hiring, onboarding, and training of all staff members.

Key Achievements:

- Implemented a digital meal-ordering system, improving order accuracy by 40% and cutting delivery errors 30%.
- Ensured 100% regulatory compliance through accurate dietary care plans and strengthened audit readiness.

❖ **ACTS Retirement Life Communities • 2014 - 2023**

Largest NFP Owner/Operator of CCRCs in the US, providing Life Care contracts across 28 resort-style campuses

Restaurant Manager – St. Andrews Estates, Boca Raton FL, 2020 - 2023

- Managed 45+ FOH staff and supervisors across multiple venues
- Directed hiring and onboarding of all FOH staff.

Key Achievements:

- Successfully led the rollout of a new POS system, improving transaction accuracy by 30% and reducing staff processing time by 25%
- Implemented the EAT App reservation system, increasing resident satisfaction and streamlining dining reservations.

Lead Cook – St. Andrews Estates, Boca Raton FL, 2016 - 2020

- Executed daily culinary production for 350+ residents across multiple dining venues
- Produced high-end special events and catering functions for up to 300 guests.

EDUCATION

B.S., Foodservice Management — Johnson & Wales University, Summa Cum Laude
A.S., Culinary Arts — Johnson & Wales University, Magna Cum Laude

PROFESSIONAL CREDENTIALS & CERTIFICATIONS

Certified Dietary Manager (CDM) / Certified Food Protection Professional (CFPP), 2023–Present
California Code of Regulations: Title 22, 2023–Present
Certificate: Hospitality & Tourism Management, FAU, 2020
ServSafe Manager, 2024