

Sergio Palacios

Boca Raton, FL

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Areas of Expertise

• OPERATIONS MANAGEMENT • MULTI-SITE LEADERSHIP • NEW BUSINESS DEVELOPMENT & SALES SUPPORT • FINANCIAL PLANNING & BUDGET OVERSIGHT • SENIOR LIVING & HEALTHCARE DINING OPERATIONS • MENU PLANNING & DEVELOPMENT • STAFF DEVELOPMENT & TRAINING • REGULATORY COMPLIANCE • SYSTEMS IMPLEMENTATION • HIGH-VOLUME CULINARY PRODUCTION • CLIENT RELATIONS • EVENT & CATERING MANAGEMENT • NEW UNIT OPENINGS & BRAND LAUNCHES

PROFESSIONAL EXPERIENCE

SODEXO, INC. • 2023-Present

International Comprehensive Service Solutions Company with over \$20B+ revenue

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

- Serve as subject matter expert for food production, culinary, and financial operations, providing hands-on support to accounts nationwide including new unit openings, training plan development, and account start-ups.
- Conduct unit operational assessments, financial analyses, and compliance reviews against Sodexo and regulatory standards, recommending and implementing improvement strategies.

Key Achievements:

- Served as operations subject matter expert in a new-business sales presentation that resulted in a contract win, including evaluating prospective facilities.
- Contributed to a contract renewal for a 370-resident community across independent living, assisted living, and skilled nursing/rehab, assessing service areas and building a 34.9 FTE staffing plan spanning a large dining room, retail area, and healthcare kitchen.
- Served as interim General Manager launching a new restaurant-style dining concept across 6 venues on a two-campus community of 600+ residents (skilled nursing and assisted living), finalizing menus within one month and completing full staffing and FTE operations planning within two months.

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

- Lead Food & Nutrition operations across 3 buildings on an 18-acre healthcare campus including SNF, IL, and AL/MC.
- Oversee \$6.5M operating budget and \$7.5M revenue budget, including retail café generating \$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).
- Develop strategic improvement plans enhancing satisfaction and efficiency.
- 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, 2023 - 2025

- Supported senior living accounts nationwide in interim roles: Executive Chef, Operations Manager, Healthcare Manager.
- Delivered training on Mealtracker, Mealsuite, MatrixCare, PCC and various POS systems.

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 • 2023-2023

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 operations of 144 bed skilled nursing, rehabilitation facility, increasing satisfaction by 50%.
- Implemented digital meal-ordering system improving accuracy and increasing patient satisfaction
- Maintained dietary care plans and regulatory compliance.
- Led hiring, onboarding, and training all staff members

Key Achievements:

- Implemented a digital meal-ordering system that improved order accuracy by 40%, reduced delivery errors by 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
- Led rollout of the brand-new POS system, Mealsuite.
- Assisted in the implementation of the Reservation System, EAT App
- 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.
- Maintained a high level of food presentation and flavor quality, contributing to positive resident/patient feedback scores.

EDUCATION

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

PROFESSIONAL CREDENTIALS & CERTIFICATIONS

CDM/CFPP Certification with California Code of Regulations: Title 22, 2023–Present
Certificate: Hospitality & Tourism Management, FAU, 2020
ServSafe Manager, 2024