



MICHELLE LEWIS

District Manager

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PROFILE

District Manager for a 17-store quick-service restaurant district in the Midwest, running roughly \$32M in annual sales. Strongest at operational turnarounds, food-safety compliance, and moving general managers from average to top-third performance on the regional scorecard.

KEY SKILLS

- Multi-unit operations (15+ stores)
- P&L and food-cost management
- Food safety and health-code audits
- General manager recruiting and onboarding
- District business reviews
- Labor forecasting
- Guest recovery
- HotSchedules, Toast, Crunchtime
- Union and non-union environments

PROFESSIONAL EXPERIENCE

District Manager

Poppa Rey's Chicken Co., Kansas City, MO | 2021 - Present

- Oversee 17 locations across MO and KS with combined FY24 sales of \$31.8M, up 4.9% year over year.
- Moved 6 stores out of the bottom regional quartile on the operations scorecard within 12 months of taking the district.
- Rebuilt general manager staffing plan after post-pandemic churn, filling 11 general manager vacancies in 14 months with a 78% one-year retention rate.
- Chair monthly district business reviews with GMs; introduced a one-page P&L snapshot that GMs now use in their own store huddles.
- Passed 100% of unannounced food-safety audits across the district in the last two audit cycles.

Multi-Unit Supervisor, 5 Stores

Ridgemark Casual Dining, Overland Park, KS | 2018 - 2021

- Supervised 5 casual-dining units with combined weekly sales averaging \$410K.
- Cut food cost variance by about 180 basis points across the group over 18 months by tightening prep-sheet compliance.
- Coached 2 GMs through their first full inventory cycle after taking over their stores.
- Ran hiring for the cluster during a market-wide labor shortage, keeping every unit above minimum staffing.

General Manager

Ridgemark Casual Dining, Lenexa, KS | 2015 - 2018

- Ran a \$3.9M unit with 55 hourly team members and 4 salaried managers.
- Held the highest guest-satisfaction score in the market for 6 of 8 quarters as general manager.
- Promoted to Multi-Unit Supervisor after driving 3 consecutive years of positive comp growth.

EDUCATION

B.A., Hospitality Management, University of Missouri, 2015

Food safety and sanitation training, current