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Describe your average work day.

I come in to work each day and the first thing I do is walk around to say good morning to everyone and then I touch base with the Chef Manager to make sure all items are being prepared. Before our customers arrive, I take some time to read emails and listen to voicemail and other administrative items. Once the crowds arrive, I like to be out in the dining room filling in where I am needed and making sure our customers are happy.

How would you describe the work you do to someone who knew nothing about it?

My job is customer focused. My priority is making sure the customers are happy while they are dining or just visiting our facility. While my job includes administrative items like bank deposits staff scheduling – my priority is making sure the food is prepared, the employees are professional, and most of all our customers leave with a smile on their faces. As with any customer service focused position, it can be challenging at times but, at the same time it is very rewarding when get positive feedback from the customers.

What is the best part of working for Sodexo?

The best part about working for Sodexo is working for a company that is a leader in the food service management industry. We have been and still are the benchmark in contract food services in our division. It is rewarding and satisfying to be held to higher standards when you are a part of why the standards are so high.

What kind of relationships do you have with your coworkers?

I have been working in this industry for more than 20 years and “customer service” does not only mean the customers – it also means taking care of the employees. Happy employees equal happy customers. My philosophy is, “take care of your employees and your employees will take care of your customers.”

What kind of interactions do you have with your customers? Have you been able to build relationships?

I am outside everyday during the lunch hour and the early part of dinner hour. The customers are aware of my daily presence and I am available for questions or comments. The customers do not have to hunt for someone to talk to because I am there and easily accessible. Between me and supervisor on floor, the customers feel there is always someone available to help them.

How do you feel about the work you do? What motivates you to do your job?

I am motivated by my happy customers. I believe I have left a nice mark with my management style by building strong employee relationships and by building strong teams. I have an “open door” policy and the employees and customers appreciate this. When people walk by my office and stop in to just say dinner was great – I know I have done my job well. Getting positive feedback and seeing smiling faces makes me want to come into work everyday.

Where did your career start and where has it taken you?

I started working as a waiter and then a Manager of the Resident Dining Hall. I’ve been a Production Manager, Retail Manager, Resident Dining Manager, Catering Manager, and I ran a food court at George Mason. There are a lot of career opportunities when you work for a large company like Sodexo.

Final Comments/Thoughts?

I am proud to work for Sodexo – hiring the right people is what makes us so good. Sodexo trains employees well, informs employees of job opportunities, and encourages employees to grow. The Career Center gets a “thumbs up” from me because it gives people opportunity to improve their career.