

**B E T H A B A C K U S**

224 Stepping Stone Lane Orchard Park, New York, 14127  
716.667.2642 / 716.445.2017 • babackus@verizon.net

**GENERAL MANAGER \* OPERATIONS MANAGER \* PROJECT MANAGER**

Results-driven professional with over 25 years of management experience in both private and corporate entities in the seeking to leverage extensive background in managing projects and multi-department operations, Human Resources and training in the hospitality industry

Decision Making • Team Building • Leader • Employee Development  
Resolve Problems • Prioritize Projects • Plan Major Events • Train Personnel  
P&L and Budget Responsibility • Project Management • New unit Openings • Establish and Implement Policies & Procedures • Customer Service • Employee relations • Contract Negotiations • Business Presentations • Vendor and Client relations • Performance Evaluations • Inventory Management

**PROFESSIONAL EXPERIENCE**

**Delaware North Companies, Inc. • Buffalo, New York 14202 • June 2010-March 2011**

**Operations Manager HSBC Arena**

Responsible for efficiently, effectively running a profitable operation and the development, implementation and enforcement of high standards of quality and performance in all phases of the operation including concessions, suites, clubs and catering

- Successfully organized the 2010-2011 USA International Hockey World Junior Tournament
- Re-established key relationships with client, vendors and associates
- Directed the build out of a new food court with 7 new concepts which resulted in increased sales and customer traffic
- Re-organized training and development training programs to enforce high quality and service standards

**Delaware North Companies, Inc. • Buffalo, New York 14202 • October 2004 - June 2010**

**General Manager Ralph Wilson Stadium**

Responsible for effectively and profitably managing all aspects of the operation to include concessions, clubs, suites, catering, and retail

- Project Manager for the purchasing and placement of equipment, staffing, training, menu development and completion of the new stadium along with the successful opening of PAETEC Park in Rochester, NY
- Received Financial Achievement Awards for five consecutive years
- Successfully organized and managed the first NHL Winter Classic Hockey Event
- Oversaw the development and implementation of the Retail business to include a Website, 17 walk-ups and 2 off-site store locations
- Recognized for exceptional training and service skills by being selected as a member of the Opening Team for Red Bull Soccer Stadium and New Meadowlands Stadium and support for the 2005 MLB All Star Game
- Implemented GuestPath, Delaware North Companies Service and Rewards program and achieved shopper scores in the 90% every season

**Delaware North Companies, Inc. • Buffalo, New York 14202 • September 1999-October 2004)**

**Operations Manager HSBC Arena**

Responsible for efficiently, effectively running a profitable operation and the development, implementation and enforcement of high standards of quality and performance in all phases of the operation including concessions, suites and administration

- Selected as a field expert to participate in the development of GuestPath, Delaware North Companies' Service and Rewards Program
- Directed the training and mentored managers through a 3-6 month training program
- Recognized for exceptional training and service skills by being selected as a member of the Opening Team for Nationwide Arena, American Airlines Center, Progressive Field
- Instrumental in increasing unit revenues 3-11% four of six years Maintained key relationships with local labor leaders as a negotiator of CBA contracts and grievance meetings

**Delaware North Companies, Inc. • Buffalo, New York 14202 • September 1997 - September 1999**

**Concessions Manager HSBC Arena**

Responsible for overseeing all permanent stands, vending commissaries and portable locations

- Invited to participated as a field expert in many projects with the Corporate Team
- Strengthened labor relations as the liaison between CBA members and management

**Delaware North Companies, Inc. • Buffalo, New York 14202 • May 1997 - September 1997**

**Assistant General Manager Charlotte Baseball**

Responsible for overseeing all suites and clubs

- Increased productivity and implemented service standards
- Reduced Food Cost 1%

**Friendly Ice Cream Corporation • Wilbraham, Massachusetts • April 1988 - May 1996**

**General Manager Cheektowaga, NY (October 1992 - May 1996)**

**General Manager Watertown, MA (July 1990 - October 1992)**

**General Manager Wayland, MA (April 1988 - July 1990)**

**Spectrum Professional Search • Westborough, Massachusetts • November 1987-March 1988**

**EDUCATION**

Management Science, SUNY Oswego, Oswego, New York

**INTERESTS**

ALS Association, NAFE Organization, Juvenile Diabetes Foundation, Skiing and Golfing