



FOODSERVICE  
INSTITUTE  
"EMPOWERING FUTURES"



## Testimonials

- Symposium graduates share their thoughts about what they learned, how they profited, and what they thought about my presentation style.
- It is our goal to provide what Ford's COO suggests we all need:  
"You have to have skills and the **ability to develop** so you can continually market yourselves."

Annie Stevens,  
Chief Operating Officer  
Ford

# LT John Harrison, USN

- Hey Ed. If it was not for your courses, I would have not been promoted to Warrant, and LDO. You are the best. Thank you for being there for my career... You and your classes are **AWESOME!!**



## **SFC Sharon Murillo, U. S. Army**

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- I took your class in 2016, retired now, 8 months later, and I am the top candidate for a \$55,000 job with a prison near me. They said the reason I was the top candidate was the certifications I earned in your class.

## Colonel Rock Henry, U. S. Army

Ed, your symposium was superb, I attended in 2009 and again in 2016. The knowledge and certifications are the keystone to my business start-up. The small amount spent from my GI bill doesn't even come close to the value of your program. I also received additional knowledge from the personal & professional experience you shared with me outside the classroom. Priceless!!!

# Navy E-7, E-8 and E-9 Promotions

In 2016, 50% of the Culinary Specialists who made E-7 had been in my class. In FY16 and FY17, 34% of those who made E-7-E-9 had been in my class.

CWO3 Mike Carter, formerly 7 years at the White House and now an instructor at Navy Supply School, just told me that he has sat on 5 or 6 promotions boards, and certifications absolutely do help.

# Navy Promotions

NAVY PROMOTIONS TO E-7, E-8, E-9 WHO WERE GRADUATES							
	FY2016			FY 2017			
	Total	Grads	Percent	Total	Grads	Percent	Total 2yrs
Promoted to E-9	3	3	100%	2	0	0%	60%
Promoted to E-8	43	10	23%	67	25	37%	32%
Promoted to E-7	113	46	41%	78	23	29%	36%
Total	159	59	37%	147	48	33%	35%

In FY17 – 30 people had 2 promotions since the class and 7 had 3 promotions since the class.

# CSCM Rory Bacon, USN

- I am a past Navy E-8 Selection Board MBR. I can't stress enough the importance of certifications highlighted in a candidates package. We looked at certifications as an enhancer to the candidates record. "YES" it breaks you out from your peers!
- The Military Sealift Command has not stopped contacting me since I provided them copies of my certifications. I was also hired on the spot by MWR as a Food and Beverage Night Manager.

## Eric Kornbluh, Executive Chef

- “While seeking a new opportunity in Las Vegas, I had two specific times when the certifications helped me. Once, the Executive Chef had also received HACCP and MCFE certifications from Ed, so when I noted his lapel pins we had a bonding moment. For a national hotel chain, they stated they were very impressed with the certifications. Plus the knowledge has helped me to do a better job.”



## Steve Fontanilla Kaiser Hospital (Navy retired)

- I am the Executive Chef/Cafe Supervisor here at Kaiser Hospital in Hawaii. I really believe because of my certs (CFE/HAACP/CPFM) and other qualifications I obtained, I was able to get this job. They were so impressed with my resume and certs.....they waited until I retired. CS1 Villanueva also retired and landed a job at Zippy's as a Corporate Chef. So, you can share your stories with the success of former students who retired and landed Manager/Executive positions.

# Michel Stokes USN(Ret)

- I regularly read your articles and think highly of the opportunities you continue to give our Sailors and Soldiers across the nation. Your new letters provide them with current, up to date, information which make them better chefs and informed culinary specialists. This ultimately enhances morale throughout the Culinary Specialist community that benefits every service member.
- Thanks for your continued service to our service members.

## **Gordy Morris**

### **F&B Director, Kamehameha Schools, Hawaii**

- I rec'd this letter May 31, 2012 from the Dept. of Health. "Thank you for letting us use your kitchen for standardization of HACCP inspection training for our inspectors. Lisa Whitlock, the FDA Retail Food Specialist, said that, in her 20 years, she has seen only a handful of operations that have implemented a complete HACCP program."  
Without your training, back in 2006, we would not have this great HACCP facility today, which provides safe food for our kids and school staff.

## Margo King-Prine Area Manager, Fort Sill, OK

- “I will be in charge of all DFACs at Ft. Sill, which numbers 7 right now with more to be built. I have only been there for 2 months. **A lot of this had to do with your certifications** on my resume, my 15 years management experience at an Air Force Base, **but mostly my credentials from training I had from your classes.**”

## CSC Marc Ernest, Naval Air Facility, Atsugi, Japan

- “Good Morning from Atsugi. I just wanted to say that I firmly believe that it was my certifications and my college degree that got me advanced to Chief this year. Thank you for providing the training that I received.”

## CS2 James Wilcox

- I am a firm believer of continuing education. Your symposium was great!! I sure would do it over again if I had the chance. I am a dedicated cook and am willing to learn anything to further my career options inside and outside of the navy. Your class offered everything I wanted and then some. I will be so happy to pay this money.

## **Tom Gauzer, former CS2, then Food Manager, upstate New York racetrack.**

- Tom Gauzer got this job in Syracuse, NY because of his MCFE. The Executive Chef works for him.
- “The job is going well, I have had a lot of praise for changes and work ethic. I interviewed for the HACCP job at the college, waiting to hear back - better hours, \$60K, closer to home, etc. etc.”
- “I met with the client of the Nursing home for Sodexo today but I am not sure that is my type of work, so the DM might want me to be the GM for a new property. So many things to think about job wise.”

# SFC Jason Nail, Sr. Operations Sgt FOB Sharana, Afghanistan

- Special thanks for what you have done for us (teaching in Afghanistan). I truly appreciate it. I plan to create a HACCP plan for my guys at their locations across the theatre. I have already sent out some information to my junior leaders to begin implementing this plan. The symposium has definitely breathed new life into my motivation. Not that I needed a fresh breath, but the feeling of being "Certified" now has definitely given me a sense of empowerment of my knowledge.



## CS2 Pete Urton, Navy Consolidated Brig, Charleston, SC. New restaurateur!

- I received a phone call from my old boss that she was ready to sell her restaurant in Ohio. I contacted a banker which requested a business plan and letters showing my culinary experience and training.
- Then he asked if I had any **certifications that would speed up the process** and shorten the time of finding out about the loan. I told him yes - I had Customer Service Certification, ServSafe, and ServSafe Alcohol, and 3 IFSEA certifications.
- **I showed him proof of my MCFE, CHM, CPFM from the IFSEA Symposium. That took care of everything** - no letters, no business plans or anything. Thanks to Ed and IFSEA my process and all my paperwork was cut by about 90%.

## CS1 Robert Irish, USN (ret)

- Thanks to you pushing me 4 years ago to get my HACCP, CPFM and CFE done, and with my BS, I was able to get \$16,000 more than a Chief got who only had CFE. I've been with Aramark now for 2 years, since I retired, and I have just been promoted to GM, at \$70,000 plus \$4,000 more because I teach for them. Without you I would not have gotten the job!

Robert Irish, CS1 (Navy Ret)

# CSCS Steve Fontanilla

# CSCS Derek Pelekai

- I am certain that the knowledge and certifications (MCFE, CPFM, HACCP) were major factors in our being selected to Senior Chief for FY2010. This is a great day... I am truly humbled and appreciative for all you have done for the Enlisted Aide community. Chief Enlisted Aide to the Commander, United States Pacific Command. May 2009.

# CSC David Zander

- If I have not expressed it before, I will do so now. I thank my Lord every day for you coming into my life.
- When we met three years ago I had ZERO direction on where or what I wanted to do after the military. After going through your symposiums and interacting with you over the past three years, and you getting me intimately involved with IFSEA, I finally do have direction and know where I want to go and what I intend to pursue.
- So THANK YOU my friend. You are truly a HERO to myself and many many Navy CS's that you have helped get certifications they would have never normally achieved.

David Zander, CSC, Submarine Force, Pacific, Pearl Harbor

## Ernest Micks, FSO, Offutt AFB

- The most intensive class I have attended in 40 years in the business. What an awesome symposium, Colin did a terrific job and shared some great life experiences with us. The information from class and books is extremely important and can be used to make our base food facilities top notch and safer. Three very important certifications.

# CSCM Carlouis Chester

- Thanks Ed for caring so much about the food service industry, you really did a great job in teaching us the material. I don't know if we would have been able to achieve the results we received if you hadn't put such a great effort into teaching us. Keep up the charge!

Food Service Director, Naval Station, Newport,  
Rhode Island

# Sgt Darnell Mullen

- What would I have done without your expertise?
- I was able to put five technical certifications on my records and earn 50 points.
- I share this same story with my NCOs and Junior enlisted. Once they hear the story they all want to get on the train and do what I did.
- I want to send a special thanks to you Mr. Manley. And for all of you in class reading this, I'm sure you all know this is great for your records and many of our peers can't say they have these certifications under their belt.

SSG Mullen, Darnell, Joint Base Lewis McChord

## CW4 Martha Longino

- Thanks for your support of the Soldiers. Everyone here enjoyed the class and learned a lot from you. I will continue to try to get Soldiers to use your program.

I am confident that I have a better trained group of Soldiers. They will definitely be ready for deployment to Afghanistan and ready to enforce food safety everyday.



# Jim Ford

- Thanks for the most intense four days I have spent in a long while. It was rewarding to learn that my decisions are based on sound business practices and recognized procedures.
- Even though I have been involved in Food Service for forty one years, I find a new confidence in what I do thanks to the course and certification.
- Your presentation and style made me aware of my strengths and shortcomings and gave me the focus I need to improve both myself and my program.
- Jim Ford , MCFE, CHM,CPFM  
Food Service Coordinator, Zuni Public Schools

## FS1 Jason Chambers, U. S. Coast Guard

- I have another plug that you can add to the benefits of getting certified. On Friday, one day after the symposium, I heard an ad about a job fair in Seattle for a Hawaiian cruise ship line. I went on Monday. I just wanted to see what was out there. If I had applied, they said I would be hired on the spot. If I had the documentation for the MCFE, CPFM and CHM, they would have added \$500.00 a month more to the offer. That is **\$6000.00 a year more** for 11 letters. They wanted HACCP trained management personnel and made that quite obvious.

**SGM Ray Arnold, MCFE, CHM, CPFM,  
Command Sgt. Major  
U. S. Army Center of Excellence**

- You've been such an inspiration to all of the military's food service professionals. Your tireless efforts to continually elevate us to higher levels of competence have been phenomenal. Keep doing the outstanding job of promoting professionalism and excellence in food service. As Tina Turner said, "You're simply the best, better than all the rest."

## CW3 Ellen Magras

- "You are a great instructor. It truly was a great opportunity and I will encourage all within my span to attend. The training is great and everyone that attends the Symposium WILL pass. You are fully prepared to do just that. Trust me." "I see you are working hard to get the information out. It will pay back in large dividends, not only for the organization, but also for the Soldiers who are gaining this prestigious recognition and knowledge."

**CW3 Ellen Magras, MCFE, CHM, CPFM**  
U. S. Army, Fort Benning, GA

# CS1 Blue Crane, NavSta Newport

- Thank you very much for the time and energy you took to train us. I am grateful I finally listened to the few people I would say have mentored me and left a lasting impression. I came to work today feeling a little more confident and have just a little more self pride. Thank you for that.

- I got a job as Asst. Director of a large school district in the Syracuse area, responsible for 15 schools, feeding over 9,000 students.

- I'll be directing other areas of operations, but **HACCP & in-service training will be the big ones.**

- **. The CHM designation (in particular) and the MCFE and CPFM played a significant role in my hiring.**

**Duncan Sproule, MCFE, CHM, CPFM**

## CWO5 Paul T. Jones

- I just completed your class, earning the MCFE, CHM and CPFM. Thank you for a great week of training. Your presentations for each course of study was very educational, concise, and added a great deal to my level of expertise.
- I have sat several selection boards (LDO/CWO/CPO) and I can tell you that earning these certifications makes a difference in the selection process.  
Officer-in-Charge, Navy Food Management Team,  
Norfolk

# CSCS Travis Swatsworth

- Thank You so much for your wonderful teachings, I was truly impressed with the course and how well you conducted it making it fun as well as a great learning experience.

The team at the Presidential Retreat in Thurmont were grateful for the opportunity and look forward to seeing you up here again in the near future.

CSCS(SW)Travis K Swatsworth MCFE,CHM,CPFM



## CSCS Fernando Colon-Aldecoa

- I think is a great deal, and stand by it. I'll tell you, I have seen a significant increase in SANITATION levels (raised) here on the King's Bay (Submarine) waterfront.

It's making my job easier.

# Captain Mary Kolar, U. S. Navy (Ret)

- Hello Ed,  
Just a short note to let you know about my new job.

Next week I will become the Director of Public Operations at an art museum. Among my responsibilities will be supporting a restaurant. One of the reasons I was hired was the expectation that I will bring in more reception business which is a money maker for the non-profit museum.

During the hiring process, I let the interviewers know about my Master Certified Food Executive and HACCP certifications. I don't know how much these qualifications influenced the hiring decision, but they were likely an additional positive in my favor.

Best regards,  
Mary M. Kolar  
Captain, U.S. Navy, Retired  
Former Executive Officer, Great Lakes Naval Training Center

# Reginald Hughes

I was promoted to Director of Contract Operations and I now oversee the commissaries, food service, mailroom, switchboard, and custodial contracts. Last month we went up against some big companies and Goodwill Industries of Lower South Carolina came out on top. I have to give credit to you and Frank for the credentials I was able to display, they were very impressed when I spoke of HACCP, CPFM and MCFE. I think this was one of the factors that went into our organization being chosen for this contract, so I thank you for that.

# CSC Christopher A. Moore

- Thank you for giving me the advice you gave in Great Lakes at the Culinary "A" School. You told me that if I was certified MCFE it would help me with promotion. Thank you for that advice and the opportunity to meet you.
- The encouragement you gave is why I'm a Chief Petty Officer this cycle FY09. Again thank you for all you and IFSEA do. God Bless.

# Araceli Searles

- After attending your class, I am leaving the business on solid financial grounds, we actually made money the past 2 years, despite the economy. We have put your advice and wisdom into action.
- Thank you and keep doing what you do best for people.

# CSCS Brian Ware

- I had been a CS for over 21 years. I made Chief in 2000 and I was stuck there for over seven years. Within a few months of receiving my MCFE, CHM, CPFM, CHS, I was selected for Senior Chief and then Food Service Warrant Officer. I got commissioned in March 2009. Without these certifications, I think I would have never had a chance to reach my ultimate goal as Chief Warrant Officer. Thanks Ed for taking the time to help my career and that of many other "CS's"!

CWO2 Brian Ware  
MCFE, CHM, CPFM, CHS  
NAF Atsugi Food Service Officer

## CSC Linda Giltengday

I made Chief, I strongly believe the certifications played a big part in it. CSC Nickeo (same class) made it too. Thank you very much for coming out here and giving us the class.

CSC Linda Giltenegday, Great Lakes

**Followup note** Feb 2012 – “Without your certifications, I wouldn’t be where I am today.”

# Promotions attained

- CSCS Michael Tiong – I wouldn't be where I'm at without those certifications.
- CSCS Mary Davis – I took your class in 2006 but didn't add it to my package and didn't make Senior Chief. This year I added them and made Senior Chief.
- CSCM Robert Zamora – I was on their selection board. Any evidence of further education in your technical specialty helps, and HACCP and MCFE weighed heavily.



## CSC Mark Adams, Navy (ret)

- I landed a great Kitchen Manager job with a BBQ restaurant in Rochester. They told me later they would have hired me on the spot because of my resume and certifications.

He told me that he had no idea what the MCFE and CPFM were but was impressed that I was both of them. He liked the AA in Food Service.

We are working with HACCP daily and I am glad I took the course because we deal with numbers like 250 racks of ribs, 120 Chicken halves, 120 lbs of chicken wings, 300 pounds of pork butt and 100 pounds of brisket daily.

## CSCS Bill Bergman

"I have had the opportunity to attend a certification class through IFSEA and can state that I believe it is well worth the time and effort to attend. I was able to complete three certifications, which I think will help me be a better Culinarian, as well as a mentor for my area CS's. I have set-up a class with Ed Manley for my local area which netted 25 CS's, 72 certifications. I feel strongly that this program can only improve our sailors level of knowledge and inspire them to new heights. I will continue to push for my area CS's to attend the training and complete certification to better themselves, as well as the Navy's foodservice. Thanks and Go Navy."

**CSCS(SS) Bill Bergman, MCFE, CHM, CPFM**

## Dr. Joan Johnson

- **Value Provided to Participants**  
"The bottom line is all about the value of the certification symposium to the participants."

**Dr. Joan Johnson, Morrisville State University, provides insight and recommends Ed's "superb" training. Please click the link to read the letter.**

# CS1 Lasandra Siddeeq-Singleton

- Your program helps sailors gain more knowledge than they learn in Navy schools. The enlisted personnel love you because you are on another level. You're like a breath of fresh air! A breath that CS's need. The program is great for sailors such as myself. Thanks.

## Lisa Montoya

- I just wanted to thank you, for the great insight into the HACCP. As you know that it is now mandatory for School Food Service to implement HACCP by 2006/ 2007. I did not know how I was going to be able to train my employees as I did not know HACCP myself. With your seminar I now have the tools that I need to proceed with training of my staff. I recommend any one in School Food Service to attend this symposium on HACCP.
- Lisa Montoya, MCFE, CHM, CPFM Food Svs. Dir. Truth or Consequences, NM Schools

## CWO3 Michael Carter

- “The certifications I attained at the Symposium were VERY important in my getting promoted to Master Chief earlier this year.
- We are proud to have virtually all the Navy staff members at the White House through the program and certified.”

## CS2 Laura DeFilippo

- I just wanted to tell you THANK YOU for the awesome training. I was very lucky to be able to have my command send me. I know I will really use a lot of the information given through the forum, if not now, when I some day open my own business.
  - Laura DeFilippo, MCFE, CHM, CPFM

## **CSC Sterling Woods JRB Fort Worth, TX**

Ed, thanks for coming to the Naval base and providing the excellent training. Although I have been in the Food service industry for many years, I gained tons of new knowledge and hopefully the certifications that I earned can make me more marketable when I pursue civilian employment. Once again thanks and have a Fine Navy Day.



## CS1 Justino Abad, MCFE CHM CPFM

- I salute you for working so diligently in helping us in the Navy make our culinary profession more challenging and meaningful. I speak for everyone in saying that we truly enjoyed your class and we hardly noticed the time because you made it fun and interesting. Good luck and hope we get to be in one of your classes again.  
CS1 Justino E. Abad, LPO, SECNAV Mess

# Gordon Morris

- I find that, without a doubt, the most important aspect of this whole experience, (aside from meeting you), is that there is a sudden flurry at work to do all the little things we hadn't gotten to yet. What a great teacher and reminder this course was of exactly how a top notch operation should be run, and, once reminded we are driven to plan it in for completion.
- Many things can be done immediately, which gives us our immediate gratification, but just as many things are planned for implementation later.
- Food Service Director, Kamehameha School, Honolulu

## Renee Graham

I took my Symposium certificates to work at Turning Stone Casino and asked if they would get me anything. In my next paycheck I had a 25 cent raise which may not seem like a lot but that is \$500 a year, and the Symposium cost \$400! Instant payback.

Renee Graham, MCFE  
Student, Morrisville State College

## Senior Chief Michel Stokes

- I just want to say thanks; your class was great and very challenging. I know that the certification will help me in the future. The information covered opened my eyes to a lot of how business is done in the civilian world. Food safety is of a huge issue and I wish to thank you enhancing my knowledge.  
CSCS Michel Stokes, Food Service Director  
Naval Hospital Jacksonville

## CS1 Michael Megill

- I applied online for a Sanitation Supervisor job at one of the casinos in Las Vegas because it said that HACCP Manager was what they were looking for.

CS1 Michael M. Megill, MCFE, CHM, CPFM  
United States Navy



## Nita Brannan

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I wanted to let you know that I truly enjoyed your class. Thank you for a very rewarding 4 days. I learned so very much and it was so good for me to attend these classes.

Nita Brannan, Manager, School Foodservice,  
Carlsbad, NM.

# Wes Krohn

- "The MCFE exam is quite comprehensive and definitely NOT a pushover. It is, however, achievable and all of those eligible should schedule an opportunity to take it sooner rather than later. I applaud Ed for making this available throughout the IFSEA area and believe the organization and the industry will be much better for it."

**Wesley Krohn, MCFE**

The Krohn Group, Retired Army Warrant Officer

## Theresa Garrett

- “I was one of your students (18 months ago). I just would like to thank you again for all the knowledge you gave me. In the event of being discharged, I am hoping that the certifications will give me a step up in the industry, especially being one of the youngest to receive the MCFE. I just want to thank you for everything.”



## CS2 Bobbie Gunderson

- "You did a wonderful job educating us. I would advise that everyone should take this course."

**CS2 Bobbie Gunderson, MCFE, CHM, CPFM**  
Naval Air Station, Whidbey Island

## FS3 Martin Betts

- "I rejoined my unit today (after a Symposium the prior week) and the guys were amazed at the volume of knowledge I brought back. They are very interested in attending, specifically my chief."

**FS3 Martin Betts, MCFE, CHM, CPFM**  
Coast Guard Cutter Spencer

## CSC Tony Littlejohn

- "Thank you ever so much Mr. Manley for your encouragement and teaching method that is remarkable. I wish my college professor made it that plain. I learned so much and I feel so much better. I really enjoyed getting back into the food service scene. I was a galley rat and I wanted to do everything and know everything about the food industry. I have that feeling again and I am ready to move forward with my new certifications."

**CSC Tony Littlejohn**, Naval Hospital Great Lakes, IL

## CSCS Todd Mears

- I like how you put it, IFSEA certifications are for top level managers that are not looking at becoming Master Chef's, however, do seek to work in the food service industry. And since sanitation is the backbone of all food service operations, both civilian and military, them getting CPFM and CHM is very important. I like the fact that during your symposium you put a plug in for the ACF, as well as IFSEA, since they both have a common goal which is taking care of sailors, and giving them the opportunities they need to excel in this business.

**CSC Todd Mears**, MCFE, CHM, CPFM,  
Naval Hospital Bremerton, WA

## CSCS Todd Mears

- From another note Chief Mears sent to a fellow CS - This was one of the best courses I have ever taken in the military. The certifications you can get from this symposium will open some doors for you.
- Again, out of all the classes I have attend in the military, this one has the most value both in the Navy and in the civilian world.

## CS2 (SW) Jefferson Sands

- I recieved my MCFE certificate in the mail, and out of all of my awards, I'm proud of that certificate most. It sits alone on my coffee table in the living room, and thank you so much for taking out the time to spend with me and my fellow service members (all branches) to ensure we were properly trained. The information was first hand and first rate.
- My only regret is that most of my fellow service members are getting out before they receive this training, I honestly believe, the opportunity should be afforded to all service members in supply rates as well as the medical field for some. Again, thank you.

# Thank You Graduates

4 years as Chair of Hospitality & Tourism Futures, a Dept. of Labor project to determine what you need to know, be and do for various jobs, plus a B.S. from the Cornell hotel school, many years in the industry, and a network that included the State University of New York, Pearson Education, the AH&LA and others, we put together a program that, in fact, got all these folks promotions & better jobs! We appreciate them sharing their experience so we can help YOU!  
Edward H. Manley, MCFBD, Lt. Commander, U. S. Navy (Ret)



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