



## **Ken Cooper**

### **SVP Education Facilities**

### **Western US**

#### **What led you to your current position at Sodexo?**

I've been with Sodexo for 32 years. I started as Manager Trainee in 1976 and I've been with Sodexo ever since, progressing up the career ladder. The first half of my career was all in Healthcare custodial service. I left Healthcare in 1993 to join Education Facilities.

#### **What do you do in your position?**

I am responsible for growth and business development, client retention, policy administration and operational direction for District Manager staff.

#### **Describe your average work day.**

I am up early and I either fly or drive to a current or potential client location. While I am there I meet with the District Manager & General Manager to assess status of operations, tour facility, meet and greet staff, meet with the client, follow-up with and offer new direction for future activity with the District Manager & General Manager.

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

We provide Facility Management services to educational institutions, including colleges and universities, private schools (K-12) and public schools (K-12). The services we offer are routine facilities consulting, facilities management, project management, custodial services and grounds services. We offer these services either in a bundled format or we will offer them stand alone. We perform these services by providing either management direction to employees that are on the client's payroll or we will hire our own hourly staff.

#### **What have been the biggest rewards in your career?**

The biggest reward in my career has been the ability to grow my responsibilities over the years, starting as a Management Trainee to being a Senior Vice President today. This has been possible because my leaders have recognized and rewarded my effort, dedication and diligence. The second largest reward has been seeing individuals come up through the organization that at one time or another have benefited from my mentorship.

#### **What are some of the challenges you take pleasure in for your job?**

The most rewarding and yet challenging experience for me is in providing the direction and leadership in situations where an account is struggling (financially and/or operationally) and to see it improve to leader status. Of course, I also take great pleasure in signing new business!

#### **What do you like most about working for Sodexo?**

I like knowing that my talents and efforts are recognized and rewarded.