



# 4xi

Global Consulting & Solutions  
*Inspiring a brighter future, together*



## Executive Biography



### Jay Zweibaum Global Operations Leadership & OpX

Jay’s wide-ranging expertise and global experience can help organizations transform the entire organization. He is as comfortable working in Beijing as he is in Boston, and in assessing every aspect of business operations.

Jay provides strategic insights to improve the customer experience, raise staff effectiveness, and streamline your supplier operations. His extensive international experience gives him unique insight into how to bridge cultural differences in food service and with customers.

Jay’s philosophy is centered around the concept that a positive customer experience will drive revenue.

Process improvements, recipe standardization and staffing should all deliver great returns. Satisfied and motivated customers will continue to choose you first or recommend you, increasing your revenue and profits.

With over 30 years of experience in the hospitality field, Jay has held various operational and functional roles in the United States, United Kingdom, Continental Europe, Asia, and South America.

His resume includes the implementation of operational processes and systems, strategy development and implementation, supply chain management, labor relations, and change management.

With experience in every aspect of food service, both back and front of house, Jay has led high-performing teams in more than 20 countries, focusing on both corporate client satisfaction and customer experience. He has worked in management and administration of food service in contract services, restaurants, retail, hotels, and senior living for companies including Aramark and Holiday Retirement.

Jay holds a bachelor of science degree in Hotel Administration from Cornell University and is a Green Belt in Lean Six Sigma.

#### Client Engagements:

Jay is available to offer support on a consulting basis for individual projects and as ongoing expertise-on-demand. If you are seeking to transform your operations and strive for Operational Excellence, then Jay can help.

In addition to Jay’s global, cross sector expertise, Jay is intimate with the Senior Living Market , helping and supporting organizations advance the Resident Experience (RX).

Jay and the rest of the team at 4xi are here to help you drive positive change and impact.



Operations



Operational Excellence



Business Strategy



Leadership & Coaching



Global Operations



Senior Living

