

JOSHUA ACKERMAN

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PROFILE

Strong foundation in cooking, serving, supervising, and restaurant management complemented by knowledge of business operations and the need for customer-focused service.

Track record of initiative and achievement — seeking out learning opportunities, expanding job description boundaries, supporting teamwork, and being selected for positions of responsibility within the restaurant.

EDUCATION**Restaurant management training**

2004

Coco's Restaurant – Concord, CA

Steak and Ale Restaurant – Richmond, VA

EXPERIENCE**Sales Associate – Garden**

03/2015-Present

The Home Depot, Antelope CA

- As a Garden Sales Associate: Responsible for taking ownership of my department and maintaining expert product knowledge in order to assist customers in finding the correct equipment for the job.
- Ensure that customers always come first.
- Ensure all shelves are merchandised properly utilizing company safety and merchandising standards.
- Check sales history to find top selling items to ensure proper items are used as wing stacks for cross merchandising.
- Complete store readiness checklist daily to ensure departmental safety and readiness.
- Inspect inventory received from vendors to ensure all product is accounted for and in sellable condition.
- Safely operate lift equipment for stocking palletized product and loading palletized product into customer vehicles.

06/2013-02/2015

Server-Lead / Staffing Assistant

Acrobat Outsourcing, Rocklin, CA

- As Staffing Assistant: Responsible for coordinating staffing needs with the Staffing Manager, and also communicating with the corporate office.
- Ensure all staff are assigned to proper job, and confirmed.
- Contact staff via phone and email to schedule them for assigned shifts.
- Reconcile timesheets weekly to ensure staff is paid properly and in a timely manner.
- Check in staff at events, ensuring staff is on-time, and in proper uniform.

01/2013-03/2014

Server

PF Chang's China Bistro, Roseville, CA

- Greet guests in a timely manner and ensure guest satisfaction.
- Ensure optimal guest experience through in depth product knowledge and appropriate menu suggestions while being careful to cater to guest tastes and food allergies.
- Coordinate guest service with other FOH staff working as a team.
- Communicate effectively with BOH staff for special requests and food allergies to ensure guest safety.
- Proper cash handling.

General Manager

07/2009-06/2012

Ackerman Transportation LLC, Sacramento, CA

- Hire, train and supervise employees.
- Promote positive customer relationships by focusing strong attention on meeting customer needs and ensuring their enjoyment.
- Coordinate and book transportation; develop and place related advertising.
- Ensuring fleet maintenance and logs are up to date.
- Payroll and scheduling

Server

08/2008-05/2009

PF Chang's China Bistro, Richmond, VA

- Greet guests in a timely manner and ensure guest satisfaction.
- Ensure optimal guest experience through in depth product knowledge and appropriate menu suggestions while being careful to cater to guest tastes and food allergies.
- Coordinate guest service with other FOH staff working as a team.
- Communicate effectively with BOH staff for special requests and food allergies to ensure guest safety.
- Proper cash handling.

Associate Manager

06/2005-07/2008

Steak and Ale Restaurant, Richmond, VA

- Manage all aspects of food service operations for restaurant.
- Hire, train, motivate, supervise, evaluate, schedule and terminate employees.
- Oversee inventory control, ordering, food sanitation and quality control of food products.
- Maintain excellent customer service by stressing "the customer comes first" in all weekly employee meetings.
- Ensured that all OSHA and DOH regulations were complied with (passed all county and state-mandated inspections).

Associate Manager

01/2004-
06/2005

Coco's Restaurant, Lodi, CA

- Manage all aspects of food service operations for restaurant.
- Hire, train, motivate, supervise, evaluate, schedule and terminate employees.
- Re-open restaurant that had been closed including interviewing and hiring of all staff
- Involvement in acquiring and contracting food supply and restaurant sanitation contracts.
- Oversee inventory control, ordering, food sanitation and quality control of food products.
- Maintain excellent customer service by stressing "the customer comes first" in all weekly employee meetings.
- Ensured that all OSHA and DOH regulations were complied with (passed all county and state-mandated inspections).

Assistant Manager

2001-2004

McDonald's Restaurant, Sacramento, CA – Richmond, VA

- Manage all aspects of food service operations for assigned shift.
- Oversee inventory control, ordering, food sanitation and quality control of food products.
- Maintain excellent customer service by stressing "the customer comes first" in all weekly employee meetings.
- Ensured that all OSHA and DOH regulations were complied with (passed all county and state-mandated inspections).
- Promoted from Grill Person to Cashier, to Shift Manager, to Assistant Manager based on exemplary job performance.