

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 Coco's Restaurant – Concord, CA
	Steak and Ale Restaurant – Richmond, VA
EXPERIENCE	Sales Associate – Garden The Home Depot, Antelope CA
	<ul style="list-style-type: none">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.
	03/2015-Present
	06/2013-02/2015
	Server-Lead / Staffing Assistant Acrobat Outsourcing, Rocklin, CA
	<ul style="list-style-type: none">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.