

Nakiri Johnson, Fast Food Manager

1515 Pacific Ave, Los Angeles, CA 90291, United States, (541) 754-3010, email@email.com

Place of birth	San Antonio	Driving license	Full
Nationality	American		

LINKS [Pinterest](#), [Instagram](#)

PROFILE

Dedicated Fast Food Manager with an unbeaten ten-year background in spearheading start-up diners to the next level of profitability and customer satisfaction. Excellent knowledge of online and direct product campaign strategies, with high regard for crew engagement and boosting employee satisfaction levels. Won the People's Choice Award for Best Local Fast Food Outlet in the region for three consecutive years. Certified as a Retail Food Chain Trainer and completed various leadership development courses via the National Restaurant Association Educational Foundation.

EMPLOYMENT HISTORY

Jan 2019 — Present **Fast Food Manager, Chickies Fast Food Group** Salt Lake City

Boosted new customer base by 38% in 2018 with targeted marketing techniques interfaced by social media platforms such as Pinterest and Instagram attracting people to visit the restaurant during off-peak business hours.

- Instrumental in growing business sales through advertising (online and print), in-store marketing and local community networking
- Partnered with local schools, colleges, social services, and community forums to invest in corporate social responsibility initiatives
- Spearhead cost reductions in food, labor and inventory expenditures
- Reduce employee turnover by instigating innovative rewards and recognition programs
- Directly managing ten supervisors with an indirect reporting line of 60 staff members
- Responsible for approval of all purchases relating to stock and supplies
- Inspect supplies, work areas and equipment regularly
- Approve staff scheduling roster received from the Administration Manager
- Sign off on budgets and payroll as created by the accountant
- Address and resolve customer complaints regarding food quality or service levels

Feb 2016 — Dec 2018 **Fast Food Manager, McDoughan's Pizza and Past Place** Honeydew

Exceeded all up-sell targets from sales made for beverage and optional extras by 48%.

- Coordinate staff schedules and rosters per daily and weekly demands
- Inspect food preparation and cooking processes to adhere to health and safety standards
- Ensure that the cleaning crew conducts appropriate sanitation and disinfecting activities at the close of each shift and also embark on a deep cleaning exercise once a month
- Establish relationships by networking on social media with the community to create awareness about promotions specials and discounts
- Responsible for all inventory controls and financial management
- Recruit new employees and take them through the appropriate induction training programs
- Do performance appraisals every three months
- Address customer queries and complaints where needed
- Approve window displays and promotional materials

Jan 2015 — Oct 2015 **Assistant Fast Food Manager, Medallion Sushi & Seafood Eatery** Brooklyn

Reduced employee turnover by 21% with the implementation of rewards and recognition programs.

- Responsible for monitoring revenue and expenditure on the daily, weekly and monthly basis
- Draw up profitability and inventory reports for head office
- Administer ordering of supplies and service level agreements
- Development induction programs for new hires and created employee development initiatives for senior members of staff
- Acted as a business coach to three new diners during their start-up and opening phases
- Oversee kitchen and serving activities to ensure optimal customer satisfaction and adherence
- Monitor cleaning and sanitation practices
- Responsible for essential maintenance and troubleshooting on equipment and machinery
- Manage a team of permanent 30 staff members and 25 casual workers

- Handle customer complaints and diffuse conflict situations when required

EDUCATION

Jan 2019 — Present	Bachelor's Degree in Restaurant Management, Cleveland College	Overland Park
	Course Curriculum: Menu Planning, Point of Sale (POS) Systems, Customer Satisfaction, Dining Room Set Up, Marketing and Sales	
May 2018 — Dec 2018	Diploma in Communications and Interpersonal Skills, Huntington College	Montgomery
Jan 2015 — Mar 2015	Occupational Studies in Food Service Management, Campbell Culinary Institute	New Cityland

SKILLS

Food & Beverage Management	Vendor Negotiations
Food Preparation & Presentation	Kitchen Workflow Processes
Quality Control	Schedules and Rosters
Generally Accepted Accounting Principles	Health & Safety and Fire Protocols
Costing & Inventory Control	Franchise Operations
Financial Statement Analysis	Promotional Campaigns
Profit Optimization	Order Monitoring
New location openings and relaunches	Cashflow Management

COURSES

May 2017 — Jul 2017	Foodservice Management Professional (FMP), Philadelphia
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LANGUAGES

English, Russian, Dutch	Native speaker
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