

Summary

JOSHUA BRAZO

Long Beach, CA/ Cell: 530.515.7217 / brazojosh@gmail.com

Dedicated operations manager and effective leader who excels at exceeding revenue, operations goals, and initiatives. Performs in high-pressure situations while remaining poised and positive. Excellent adaptability and communication skills with staff, peers and executives. Experienced in delivering results to support business goals and objectives.

Professional Work Experience

Kijung Hospitality Group

Hybrid

9/2021- Present

Corporate Training Manager/Operations/IT/Systems Admin

- Identifies and assesses future and current training needs through job analysis, career paths, and in consultation with other executive team members and in store managers.
- Draw an overall or individualized training and development plan that addresses needs and expectations.
- Deploys a wide variety of training methods.
- Conducts effective induction and orientation sessions.
- Monitors and evaluates training program's effectiveness, success, and ROI periodically from inception.
- Provides opportunities for ongoing development.
- Resolves any specific problems and tailors training programs as necessary.
- Maintain an understanding of training trends, developments, and best practices.
- Monitors all new Managers in training from hire through completion of training program.
- Constantly looks for new opportunities within organization to drive successful staff.
- Responsible for designing, implementing, and strategic planning of all training materials.
- Conducts check ins, staff trainings, and compliance visits.
- Responsible for designing new initiatives, policies, and procedures. Works hand in hand with Human Resources to coordinate best practices, while strategically planning for implementation.
- Works on HR team and Operations team. Partners with Employee relations, investigations, and HR related tasks.
- Designed and implemented complete new training program for all new staff and managers.
- Designed and implemented cash handling policies, hiring techniques, recruiting initiatives, emergency preparedness procedures, and sales techniques.
- Source, plan, program, implement POS systems, integrations, platforms, and handle all IT issues
- New Restaurant Opening project coordinator: facilitate trainings and initiatives for new openings
- Took on recruiting roles, thus being able to completely staff the organization in approximately 45 days.
- Coordinates with construction team for new store openings. Implements deadlines, follow up, priorities, and execution.
- Worked as project manager, being able to integrate multiple platforms within HR, Finance, and Operations.

Benihana Corporation

Remote

3/2018- 8/2021

Regional Manager

- Sets goals, budget and profit responsibility for region and cost control measures
- Responsible for developing local store marketing strategies for all area restaurants.
- Maintains regular communication with General Managers (GMs) to assure the quality of their operations.
- Drives the implementation of company programs by motivating and supporting the management team within the region to develop and implement action plans that meet operational and organizational objectives.
- Measures and provides counsel on improving operational performance.
- Supports and advises the General Manager on MIT Training, management development, and overall direction to improve team and individual development. Executes regular on-site evaluations of service and quality standards with management team to ensure guest satisfaction.
- Supervises management performance evaluations to ensure development of all managers.
- Responsible for the selection and on-boarding of new MITs, monitoring their training progress, and assisting with their graduation to their home restaurant. Acts as a liaison between the field and support center.
- Reviews key business indicators to identify problems, concerns, and opportunities for improvement. Coaches management team on appropriate action required to achieve operational goals.
- Monitors and manages staffing levels and labor costs.
- Ensures adherence to applicable wage and hour laws and company policies.
- Responsible for volume of approximately 20 million.
- 15 period YOY Comp sales growth. #1 in Knapp track positive comp sales for multiple periods.

Jamba Juice

Los Angeles, CA

12/2014 - 3/2018

District Manager Operations

- Manage Profit and Loss, store-level sales and financial such as staffing and inventory costs, maintain operational excellence and demonstrate exceptional leadership behavior.
- HR functions include; payroll, I-9 documentation, W-4, applications, interviewing, screening of candidates, on-boarding paperwork and training of all new staff members.
- Create a store plan to execute regional and company initiatives and follow-up consistently to ensure that each store is on track to achieve great results.
- Utilizing financial tools (KPI, P&L, Net reports) and analyzing financial reports to identify and address trends and issues in store performance.
- Ensuring that all productivity numbers, sales and budgets are met within district.
- Reviewing business practices, determining the needs of customers and team members and identifying performance opportunities to create strategies that improve overall business performance.
- Training, coaching, counseling and disciplining team members, shift managers, Assistant Managers, and General Managers.
- Lead the team in the execution of standards to create excellent customer experiences.
- Recognizing outstanding work performance while providing necessary constructive feedback.
- Maintaining up-to-date knowledge of the store trade area and the surrounding community.
- Developing and maintaining positive relations with the surrounding community through effective marketing and sponsorship.
- Adhering to all company food safety, cash handling and operational policies and procedures and ensuring that all team members are in compliance as well.
- **Maintain food cost (COGS) at 22%. Decreased labor percentages in district by 10% overall**
- **Overall sales increased 2.5% YTD**

Paradise Bar and Restaurant

Long Beach, CA

10/2013 – 7/2014

General Manager

- Manage all personnel related issues. Work directly with employees to support the day-to-day needs of the business including managing employee relations issues, conflict resolution, coaching and counseling at all levels, performance management. Manage employee communication, payroll, compensation. Managed all administrative and human-resource functions of the business, including recruiting new employees, monitoring employee performance, and training.
- Manage/maintain budget, analyzing and creating profit and loss statements, extracting and analyzing sales figures.
- Maintained relationships with all outside vendors and controlled expenses for food, liquor, and other related products. Managed inventory for all products within the business and created orders with reputable purveyors.
- Ensured customer satisfaction with dining experience. Managed front of house including table touching and building rapport with customers.
- Wrote, designed, and implemented new menus and items within the menus. Studied sales figures to determine which items were most profitable and designed menu in consultation with Executive Chef with these figures.
- Investigated and resolved any customer complaints about food quality or service. Ensured that customers were served in a prompt, efficient manner.
- Monitored front of house and back of house staff ensuring standards of cleanliness were adhered to. Implemented procedures and standards of excellence for service and cleanliness.
- Created, and designed new marketing promotions to increase traffic and profits within the restaurant and bar areas.
- **Managed and cut 53k off bottom line over prior year in controllable costs in less than 90 days. Decreased labor percentage from 51% to 21%.**
- **Decreased liquor inventory from 24K to 10K with effective promotions, and high visibility marketing. Renegotiated all in house contracts with outside suppliers and vendors to ensure best pricing.**

Girona's Restaurant

Redding, CA

1/2010 – 5/2013

Manager

- Managed staff to ensure quality customer satisfaction. Supervise and train new employees to provide outstanding service.
- Manage daily inventory and worked with Chef to place orders with vendors for food and beverage.
- Developed and designed new drink menus, seasonal cocktails, and promotions. Consulted with owners of business and Chef on implementation of new food menu items.
- Managed daily checkout procedures for front of house staff, including cash reconciliation, deposits, and sales figures.
- **Sales of 1 million/year increased by 10% per year**

Kangaroo Athletic Club

Redding, CA

7/2001 – 1/2010

General Manager

- Managed daily operations for a 65000 square foot multipurpose facility. Managed all operations, service, and sales for facility. Point of contact for all department heads in Front Desk, Training, Group Fitness, and Office.
- Handled all HR related issues, employee recruiting and training, performance evaluations, financial, sales, and bookkeeping. Managed daily cash reconciliations of club, processed member payments, and inputted agreements into club management software.
- Managed all billing related issues including processing for all members.
- Initiated new billing structure, implemented new point of sale and member management software, and improved sales 100% in 90 days through new staff training.
- Areas under my direction include but not limited to: Front Desk Reception, Membership sales, Personal Training, Group Fitness, Facilities / Equipment Maintenance, Pool maintenance, swimming programs, Day Care and Silver Sneakers Program
- Maintained Social Networking Sites to include events, schedules, member highlights and club updates.
- Successfully increased training revenue through team goals and one on one staff training. Introduction of small group training as additional offering, increased new member assessments and hired and trained additional staff to better suit demand.
- Designed, develop, and administered a broad range of high quality, health fitness and sports programs catered to a diversified membership.
- **Retained member billing at 98%.**
- **Increased new members from 60 per month to 80 per month.**
- **Implemented new Member and Personal training sales goals resulting in an overall increase in 2009 revenue by 30%**

Technical Skills

- Mac, PC, Windows, Word, Excel, PowerPoint, Adobe Acrobat, Photoshop, Illustrator, MICROS POS, Aloha POS systems, Quickbooks, Various payroll software, A/P, A/R, NCR, Pulse app, Jobvite, Ultipro, recruiting platforms (Indeed), Hot Schedules, SMG, Mirus, Service Channel, Restaurant Guard, Power plan, 3rd party delivery platforms, Open table, Revel POS, BambooHR