

Mackenzie Herrington

Second Assistant General Manager - Culver's

Loveland, CO 80537

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Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

2nd Assistant Manager

Culver's - Lees Summit, MO

May 2021 to Present

- Increased workflow by supervising and coaching employees (Team members, Team leaders, Shift manager)
- Customer Service- Handle all issues via phone, email, etc.
- Count drawers and safe
- Cook (all aspects of kitchen- fryers, making sandwiches, etc.)
- Take orders as a cashier in the lobby or drive thru
- Greet customers in the lobby, at the drive thru window and handle payments
- Prepare custard desserts- sundaes, shakes, malts, concrete mixers)
- Management classes and workshops- Mindset workshop, Servant leadership workshop)
- Display new P.O.P.
- Memorize menu and POS system to give quick and efficient service
- Trimester reviews to discuss performance and development progress

First Assistant General Manager

Culver's - Johnstown, CO

September 2014 to Present

Granted employee of the month my first year

- Increased workflow by supervising and coaching employees (Team members, Team leaders, Shift managers)
- Marketing manager
- Coordinate/promote fundraisers locally and with non-profit organizations
- Customer Service- Handle all issues via phone, email, etc.
- Freight and Inventory
- Count drawers and safe
- Scheduling
- Cook (all aspects of the kitchen- fryers, making sandwiches, etc)
- Memorize menu and POS system to give quick and efficient service
- Take orders as a cashier in the lobby or drive thru
- Greet customers in the lobby, at the drive thru window and handle payments
- Prepare custard desserts

- Attend marketing meetings
- Servsafe manager certification
- Management classes
- End of Month Procedures
- Display new P. O. P.

Inventory Specialist

Green Medicals Wellness Center, LLC - Fort Collins, CO
November 2020 to May 2021

- Freight and Inventory
- Stock all merchandise and product
- Organize merchandise and products by placing product in specific areas and according to FIFO
- Count drawers at the end of each shift
- Cashier- ensure order accuracy, handle purchases, and ensure order accuracy
- I.D. verification training- passports, military, driver's license, etc.
- Reception training- greet customers, verify identification, and direct customers
- Cleaning- sweep, mop, dust, vacuum, etc.
- Trim plants
- Metrc software training

Office Manager

Kangaroo Storage - Loveland, CO
August 2016 to March 2017

- Greet customers
- Answer questions regarding units, pricing, quality, etc.
- Lease units/spaces to customers by ensuring all the proper paperwork is completed and covering all rules and regulations regarding the lease
- Check cleanliness, safety, and any other concerns daily on both lots- storage units and trailer storage
- Keep the office clean and organized
- Collected payments

Janitor and Office Assistance

CB Shop & More - Loveland, CO
January 2014 to August 2014

Clean bathroom, office, entrance

- Sweep, mop, wash windows, etc.
- Greet and direct customs
- Cashier
- Answer phones and direct customers

Education

Some college in Basic courses

Front Range Community College - Fort Collins, CO
January 2017 to May 2017

High School Diploma

Thompson Valley High School - Loveland, CO

May 2016

Skills

- Customer service (7 years)
- Interviewing (5 years)
- Training (6 years)
- Marketing (3 years)
- Risk management (5 years)
- Office management
- Excel (2 years)
- Documentation (2 years)
- Hiring (2 years)
- Ordering (Less than 1 year)
- Fundraising (7 years)
- Kitchen Experience (6 years)
- Management
- Restaurant Management (5 years)
- Profit & Loss (5 years)
- Catering (Less than 1 year)
- Kitchen Management Experience (5 years)
- Strategic Planning
- Restaurant experience (7 years)
- Supervising Experience (5 years)
- Leadership
- Labor Cost Analysis
- Assistant Manager Experience (5 years)

Certifications and Licenses

Driver's License

MED Badge

September 2020 to September 2022

Assessments

Work Style: Conscientiousness — Highly Proficient

July 2020

Tendency to be well-organized, rule-abiding, and hard-working.

Full results: [Highly Proficient](#)

General Manager (Hospitality) — Proficient

July 2020

Solving group scheduling problems and reading and interpreting P&L statements

Full results: [Proficient](#)

Retail Customer Service — Expert

October 2020

Measures a candidate's ability to comprehend and respond appropriately to retail customer needs.

Full results: [Expert](#)

Management & Leadership Skills: Impact & Influence — Highly Proficient

October 2020

Choosing the most effective strategy to inspire and influence others to meet business objectives

Full results: [Highly Proficient](#)

Attention to Detail: Inventory — Proficient

October 2020

Measures a candidate's ability to apply systematic processes for managing and storing products and merchandise.

Full results: [Proficient](#)

Management & Leadership Skills: Planning & Execution — Proficient

October 2020

Measures a candidate's ability to effectively plan and manage resources to accomplish organizational goals.

Full results: [Proficient](#)

Active Listening — Highly Proficient

October 2020

Actively listening and appropriately responding in conversations

Full results: [Highly Proficient](#)

Management & Leadership Skills: Planning & Execution — Proficient

October 2020

Planning and managing resources to accomplish organizational goals

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

Skills

● P&L (2 years)

- Management (3 years)
- Customer service (5 years)
- Interviewing (1 year)
- Marketing (2 years)
- Office Management (1 year)
- Risk Management (2 years)
- Training (3 years)