# JAMES LUCK

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## **WORK EXPERIENCE**

SEACRET DIRECT Phoenix, AZ

*Sales Executive March 2013-Present*

* Manage Team of 100+
* Promote positive behavior
* Team Leader/Team building
* Customer relations
* Promote company core values
* Leadership Promotions
* Set deadline goals
* Product Sales (Phone and Direct)
* Leadership Development
* Exceptional communication skills

HOOTERS Mission Valley, CA

*Assistant Manager/ Staff August 2011 - October 2014*

* Wipe tables or seats with dampened cloths or replace dirty tablecloths.
* Set tables with clean linens, condiments, or other supplies.
* Scrape and stack dirty dishes and carry dishes and other tableware to kitchens for cleaning.
* Clean up spilled food or drink or broken dishes and remove empty bottles and trash.
* Serve ice water, coffee, rolls, or butter to patrons.
* Fill beverage or ice dispensers.
* Locate items requested by customers.
* Carry food, dishes, trays, or silverware from kitchens or supply departments to serving counters.
* Serve food to customers when waiters or waitresses need assistance.
* Clean and polish counters, shelves, walls, furniture, or equipment in food service areas or other areas of restaurants and mop or vacuum floors.
* Run cash registers.
* Wash glasses or other serving equipment at bars.
* Wipe tables or seats with dampened cloths or replace dirty tablecloths.
* Scrape and stack dirty dishes and carry dishes and other tableware to kitchens for cleaning.
* Clean up spilled food or drink or broken dishes and remove empty bottles and trash.
* Monitor food preparation methods, portion sizes, and garnishing and presentation of food to ensure that food is prepared and presented in an acceptable manner.
* Count money and make bank deposits.
* Investigate and resolve complaints regarding food quality, service, or accommodations.
* Coordinate assignments of cooking personnel to ensure economical use of food and timely preparation.
* Schedule and receive food and beverage deliveries, checking delivery contents to verify product quality and quantity.
* Monitor budgets and payroll records, and review financial transactions to ensure that expenditures are authorized and budgeted.
* Maintain food and equipment inventories, and keep inventory records.
* Establish standards for personnel performance and customer service.
* Perform some food preparation or service tasks such as cooking, clearing tables, and serving food and drinks when necessary.
* Review work procedures and operational problems to determine ways to improve service, performance, or safety.
* Arrange for equipment maintenance and repairs, and coordinate a variety of services such as waste removal and pest control.
* Monitor employee and patron activities to ensure liquor regulations are obeyed.
* Greet guests, escort them to their seats, and present them with menus and wine lists.
* Take dining reservations.
* Monitor food preparation methods, portion sizes, and garnishing and presentation of food to ensure that food is prepared and presented in an acceptable manner.
* Count money and make bank deposits.
* Investigate and resolve complaints regarding food quality, service, or accommodations.
* Maintain upkeep on restaurant, provide exceptional guest service, manage food quality and times, keep restaurant fully stocked and filled for day use.

FARWEST INSULATION CONTRACTING San Diego, CA

*firestop/insulation July 2010 - September 2012*

* Read plans, instructions, or specifications to determine work activities.
* Position, join, align, or seal structural components, such as concrete wall sections or pipes.
* Measure, mark, or record openings or distances to layout areas where construction work will be performed.
* Load, unload, or identify building materials, machinery, or tools, distributing them to the appropriate locations, according to project plans or specifications.
* Lubricate, clean, or repair machinery, equipment, or tools.
* Mop, brush, or spread paints, cleaning solutions, or other compounds over surfaces to clean them or to provide protection.
* Spray materials such as water, sand, steam, vinyl, paint, or stucco through hoses to clean, coat, or seal surfaces.
* Apply caulking compounds by hand or caulking guns to protect against entry of water or air.
* Perform building weatherization tasks, such as repairing windows, adding insulation, or applying weather-stripping materials.
* Read plans, instructions, or specifications to determine work activities.
* caulk to prevent fire spreading from room to room, caulk around vents,pipes, and other penetrations to prevent fire and sound, insulate walls and penetrations.
* perform duties off of lifts, scaffolds, and other moving machinery
* maintain a safe and clean work area and finish work in timely matter

7-ELEVEN Lakeside, CA

*Stocker/ Cashier August 2009 - November 2012*

* Receive payment by cash, check, credit cards, vouchers, or automatic debits.
* Issue receipts, refunds, credits, or change due to customers.
* Assist customers by providing information and resolving their complaints.
* Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.
* Greet customers entering establishments.
* Answer customers' questions, and provide information on procedures or policies.
* Sell tickets and other items to customers.
* Maintain clean and orderly checkout areas and complete other general cleaning duties, such as mopping floors and emptying trash cans.
* Stock shelves, and mark prices on shelves and items.
* Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
* Monitor checkout stations to ensure that they have adequate cash available and that they are staffed appropriately.
* Supervise others and provide on-the-job training.
* Issue trading stamps, and redeem food stamps and coupons.
* Cash checks for customers.
* Receive payment by cash, check, credit cards, vouchers, or automatic debits.
* provide customer satisfaction
* Pack customer purchases in bags or cartons.
* Stock shelves, racks, cases, bins, and tables with new or transferred merchandise.
* Clean display cases, shelves, and aisles.
* Stamp, attach, or change price tags on merchandise, referring to price list.

## **EDUCATION**

-El Capitan- Lakeside, CA

*High School Diploma, Jun 2009*

* Some College
* General Education

## **ADDITIONAL SKILLS**

* Network Marketing
* Maintain and manage team
* build relationships
* meet new people
* recruit certified people
* be a positive influence
* leadership skills
* develop others into leaders
* Motivator
* team building
* Maintain and manage team
* build relationships
* meet new people
* recruit certified people
* be a positive influence
* leadership skills
* develop others into leaders
* Motivator
* team building
* Exceptional communication skills
* Ability to work independently while simultaneously contributing to a team environment