

Jake Zook

Denver, CO 80202

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Highly reliable and experienced worker seeking new opportunities and connections. Capable of adapting to a new situation quickly and committed to working hard. Maintains a very clean work environment and approaches any scenario with a positive attitude.

Authorized to work in the US for any employer

Work Experience

Assistant Manager / Software Manager

EscapeWorks Denver - Denver, CO

June 2021 to August 2023

- Greet customers and make sure they feel welcomed.
- Run the games while prioritizing customers' enjoyment and safety.
- Reset the room with 100% accuracy between groups.
- Maintain cleanliness standards.
- Shut down rooms and take care of the nightly tasks.
- Participate in creating a better experience for our guests with larger projects.
- Supervise staff and handle managerial paperwork
- Recruit and develop game masters
- Design, build, and maintain puzzles and props

Relief Manager

KFC - Westminster, CO

July 2016 to June 2021

- Provided customers with excellent and quick service.
- Trained new employees in a professional manner.
- Handled nightly cash and paperwork.
- Counted and ordered inventory.
- Resolved all customer complaints in a professional manner while prioritizing customer satisfaction.
- Closed the store nightly with high cleanliness standards.
- Maintained the property to be presentable and clean.
- Ran the most profitable location in the district for several years.
- Won multiple "Manager of the Month" awards as well as sales awards.

Sandwich Artist

Subway - Westminster, CO

June 2015 to September 2015

- Routinely cleaned work areas, glassware and other dishes throughout each shift.
- Provided product information and menu item explanation to ensure consideration of dietary restrictions.
- Prepared sandwiches and other menu offerings in a timely manner.
- Organized work areas to foster efficiency.

Assisted guests, including offering personable greetings and taking orders.
Engaged in suggestive selling and other sales techniques.

Education

50+ credit hours towards BA in Arts in Music Business

University Of Colorado Denver - Denver, CO

August 2018 to March 2020

High School Diploma

Mountain Range High School - Westminster, CO

2018

Skills

- Restaurant Management
- Assistant Manager Experience
- Time Management
- Strong work ethic
- Marketing
- Property Management
- Accurate money handling
- Microsoft Word
- Customer Service
- POS systems knowledge
- Sales
- Skilled problem solver
- Natural leader
- Up-selling techniques
- Shift Management
- Food Safety

Certifications and Licenses

ServSafe