

Luke Bracken

Eagle Scout Rank, BSA, 2013

San Antonio, TX 78254

Bracken_Luke@yahoo.com

+1 210 386 8096

Authorized to work in the US for any employer

Work Experience

General Manager

Tropical Smoothie Cafe - San Antonio, TX

June 2022 to November 2022

- Was in charge of cafe daily function and staff.
- Hired and trained staff.
- Ensured brand conformity.
- Worked to maintain budget success and profitability.
- Placed in charge of ordering and installing new equipment, and ordering bi-weekly produce and truck orders.
- Made sure the store ran cleanly and efficiently.

General Manager in Training

Domino's - San Antonio, TX

March 2021 to January 2022

- Was in charge of staff
- Carried out daily store functions
- Learned how to perform and teach every position
- Hired and disciplined staff
- Was in charge of daily store deposits
- Handled ordering and receiving over 15,000 in inventory weekly
- Worked to create a personal and friendly experience for customers

Server and Shuttle Driver

Hilton Garden Inn Hotel - San Antonio, TX

October 2019 to February 2021

- Received employee of the month February, 2020
- Received many surveys on great customer service
- Took customer food and drink orders if needed
- Setup and closed down buffet and full cleaned kitchen including dishes, sweep, mop, and collect dishes from the hotel floors
- Was in charge of providing customers with friendly customer service on a consistent basis
- Working on creating and building customer relationships

Server/Cashier

IHOP - San Antonio, TX

June 2019 to September 2019

- Took customer orders and delivered their food to the table
- Helped keep kitchen and dining area clean
- Maintained a clean work area

Waiter, Delivery Driver

Beijing Restaurant - Castle Hills, TX

September 2015 to March 2017

- Communicated to customers, took their orders, and served their food in a timely manner.
- Answered the Restaurant telephone, took goto orders, and packed the correct food for the customer.
- Delivered the customer's food in a timely fashion using my own vehicle.

Waiter, Cashier, and Togo's

Ding How Restaurant - San Antonio, TX

July 2014 to 2015

- Communicated to customers, took their orders, and served their food in a timely manner.
- Answered the Restaurant telephone, took goto orders, and packed the correct food for the customer

Education

Diploma

Business Careers High School

2013

Skills

- Serving Experience
- Customer Service
- Sales
- Training
- POS
- Computer literacy
- Typing
- Shuttle Driving
- Computer Hardware
- Planograms
- Restaurant Management

Awards

Eagle Scout

February 2013

Received Eagle Scout rank from Boy Scouts of America. Completed all required merit badges and an Eagle Scout service project.

Certifications and Licenses

Texas Driver's License

Food Handler Certification

Texas Food Safety Manager Certification

TABC Certified