

## **Jeffone L. Brooks**

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### **OBJECTIVE**

To gain employment with a respectable company in an entry level position learning new skills and gaining the knowledge needed to become successful in this company to maintain longevity and possible growth within this organization.

### **EDUCATION**

**Hogan Preparatory Academy**  
Diploma  
**Penn Valley Community College**  
Associate of Arts

Kansas City, MO  
May, 2010  
Kansas City, MO  
In Progress

### **QUALIFICATIONS**

I have excellent leadership skills, more than five years of customer service skills as well as an eagerness to learn and take on new challenges; I have good written and verbal communication skills, also three years of sale experience.

### **WORK EXPERIENCE**

#### **Levy Restaurants,**

Kansas City, MO  
August 2013- Present

Set up/ Server/ Catering

The purpose of this position is to interact with our guests and ensure they have a great experience when dining at the resort. Restaurant Servers are responsible for positive guest interactions while serving guests in a friendly and efficient manner. At all times, servers are expected to be attentive to our guest needs and making them feel welcome, comfortable, important and relaxed. Servers are expected to have some basic cooking knowledge.

This position does represent the company in handling complaints, arbitrating disputes or resolving grievances, as a Restaurant Server you will be expected to work with guests and visitors to ensure satisfaction. A Restaurant Server will have to take initiative and get creative in resolving guest challenges and involve a supervisor only when previous methods have been unsuccessful. At times may work near toxic/caustic chemicals and with fumes or airborne particles. Varying schedule to include evenings, holidays and extended hours as business dictates

**ALOMO Theaters,**  
Kansas City, MO  
November 2012- 2013

**Maintenance/ Dishwasher**

The attendant also performs basic maintenance, removes debris off the floor, dumping trash, and returning items to the lost and found are all on his to-do list. Taking out garbage and cleaning up concession areas and washrooms may be additional duties if there isn't a full maintenance or cleaning team; in smaller organizations, the movie theater attendant is a jack of all trades. The attendant also performs cleaning upholstered furniture, washes walls, vacuuming and buffing floors also cleans windows and ceilings by climbing small ladders, restocks restroom and moves furniture; carry out assignments with a minimum of supervision. I performed multiple tasks with a need to occasionally upgrade skills in order to meet changing job conditions, specific skill-based competencies required to satisfactorily perform the functions of the job included: operating equipment used in skilled trades, power and hand tools; adhering to the safety practices; handling hazardous materials; and planning and managing projects.

**AMC Theaters,**  
Kansas City, MO.  
May 2010 – August 2010  
October 2011- 2012

**Film Crew/Server/ Runner**

Reports to work as scheduled, in uniform, and ready to be in position, maintains a safe, clean, organized, and stocked work area. Handles all types of money and credit card transactions, greets all guests with enthusiasm and friendliness, as well as serving alcoholic beverages in an appropriate manner consistent with company standards. Ensures that guests have a positive and memorable experience, also I was responsible for constant sanitation, organization, and proper food handling.

**Certificate**

Food Handlers

Liquor License