**Shellamie**

***:*** shellamie.16267@2freemail.com

**Age:** 29 years old

**Date of Birth**: March 26, 1988

**Birth Place:** Makati, Philippines

**Educational Attainment:** University of Makati

 Bachelor of Science in Office Management

2007 – 2011

**WORK EXPERIENCE**

**RESTAURANT SUPERVISOR**

**ULTIMATE SILVER BUCKET RESTAURANT**

December 05, 2016 - up to present

**JOB DESCRIPTION**

* Supervising the floor during meal periods to ensure that all standards and steps of service are met through all guests interactions.
* Ensuring that checklists, requisitions and proper opening and closing functions are being completed each shift.
* Communicate effectively, both verbally and in writing, to provide clear direction to the staff.
* Observe performance and encourage improvement where necessary.
* Communicate with guests and employees using a positive and clear speaking voice, listen to and understand requests, respond with appropriate actions and provide accurate information. Remain calm and alert, especially during emergency situation and/or heavy activity, serving as a role model for the staff.
* Ensuring that all steps of services as outlines in training materials are being followed on a daily basis.
* Answer telephones in a clear voice, coordinate and document reservations. Organize special events in the restaurant such as receptions. Maintain rapport with all departments and attend relevant meetings.
* Move throughout the facility and kitchen areas to visually monitor and take action to ensure food quality and service standards are met. Verify temperatures, judge appearance and taste of products and check preparation methods to determine quality. Give guidance toward improvement and make necessary adjustments for consistency.

**MARKETING IN-CHARGE JOB DESCRIPTION**

* Writing reports, company brochures and similar documents.
* Organizing and hosting presentations and answers customer inquiries.
* Assisting with promotional activities.
* Helping to organize market research.

**ASSISTANT STORE MANAGER**

**Emirates Leisure Retail - Costa Coffee**

January 26, 2014 – November 30, 2016

**JOB DESCRIPTION**

* Partners with the store manager in creating sales volume growth and creating a positive customer experience
* Delegates duties, as necessary, to shift barista maestro and baristas
* Assists the store manager in maintaining proper loss prevention standards, reviewing cash handling procedures, deposits and safe procedures.
* Ensures that all customers are educated on our products and services.
* Maintains the highest quality, consistent product standards.
* Informs the store manager of any operational inconsistencies, employee incidents, accidents, potential safety hazards, or any unusual or pertinent events
* Ensures that all team members are educated on our products and services, by developing an understanding of our various types of coffee, tea products, blends and roasts, as well as knowledge of coffee and tea regions, and the various differences in flavor and blends

**ACHIEVEMENTS**

* Promoted as Assistant Store Manager
* Promoted as Barista Maestro
* Certificate of  Barista Core Skills Training
* Food Safety and Hygiene Training certificate

**INDEPENDENT SALES REPRESENTATIVE (Part-time**)

January 2007 – January 2014

**JOB DESCRIPTION**

* Handles direct marketing and selling of products from various brands like **AVON, NATASHA, BOARDWALK, MARIKINA STOCK AND EXCHANGE, PERSONAL COLLECTION,** and **TUPPERWARE** to customers.
* Responsible in locating and convincing potential customers.
* Establishes ways and different techniques to increase the sales from every customer.
* In charge for overall responsibility in ordering of products, delivery collecting of payments, accounting and inventory and managing the business independently.

**LEGAL SECRETARY**

**Gabionza De Santos & Partners Law Offices**

February 23, 2011 – January 08, 2014

**JOB DESCRIPTION**

* Welcomes guests and clients by greeting them in person or on the telephone.
* Produces information by transcribing, formatting, inputting, editing, retrieving, copying, and transmitting text, data, and graphics; coordinating case preparation.
* Conserves attorneys time by reading, researching, reviewing, verifying, and routing correspondence, reports and legal documents; drafting letters and documents
* Maintains attorney calendar by planning and scheduling conferences, teleconferences, dispositions, and travel. Recording and monitoring court appearance dates, pleadings, and filing requirements
* Represents attorney by communicating and obtaining information; following-up on delegated assignments.
* Generates revenues by documenting and inputting attorney billable time and reimbursable expenses.
* Maintains client confidence by keeping client/attorney information confidential.
* Provides historical reference by developing and utilizing filing and retrieval systems.
* Maintains office supplies by checking stocks; placing and expediting orders; evaluating new products.
* Ensures operation of equipment by completing preventive maintenance requirements; calling for repairs.
* Enhances department and organization reputation by accepting ownership for accomplishing new and different requests.

**OFFICE ASSISTANT**

**Nera Telecommunication**

July 19, 2009 – February 20, 2011

**JOB DESCRIPTION**

* Planned travel arrangements for executives and staff.
* Designed electronic file systems and maintained electronic and paper files.
* Received and distributed faxed and mail in a timely manner.
* Maintained front desk and reception area in a neat and organized fashion.
* Managed the receptionist area, including greeting visitors and responding to telephone in- person request information.

**Office Assistant**

**University of Makati (Center for Student and Cultural Affairs Dept.)**

June 20, 2008 – June 21, 2009

**JOB DESCRIPTION**

* Properly routed agreements, contracts and invoices through the signature process.
* Received and screened a high volume of internal and external communications, including email

 and mail.

* Managed daily operations and maintenance of equipment.
* Maintained and reserved the executive conference room calendar.

**CASHIER**

**The French Baker**

November 22, 2007 – May 25, 2008

**JOB DESCRIPTION**

* Greet customers entering establishments.
* Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
* Establish or identify prices of goods, services or admission, and tabulate bills using cash registers, or optical price scanners.
* Receive payment by cash, check, credit cards, vouchers, or automatic debits.
* Issue receipts, refunds, credits, or change due to customers.
* Maintain clean and orderly checkout areas.

**SERVICE CREW/CASHIER**

**Jollibee C-5 Road Taguig**

April 16, 2005 – September 17, 2006

**JOB DESCRIPTION**

* Responsible for providing courteous and efficient food and beverage services.
* To present menu, take order, suggest and recommend appropriately.
* To attend and respond to guests’ needs promptly and professionally.
* To present bills to diners, collect payment and return change or credit card to diners.