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***POSITION APPLYING FOR:***

*Hotel & Restaurant Service Staff*

*Any Customer Service Position*

*Sales & Marketing Position*

***CAREER OBJECTIVE***

*To be a part of a progressive organization in which I can contribute my knowledge and skills as well as gain more experiences for the advancement of my career and development of my potentials, work effectively with people and acquire fulfillment in the field I have chosen.*

***WORKING EXPERIENCE***

***A. Branch Manager – Transcycle Olongapo Branch, East Bajac Bajac***

*November 15, 2010- September 30, 2015*

***Job Description:***

*Monitor full branch Operation ( Sales & Collection )*

*Maintain Customer Service Satisfaction*

*Doing daily & Monthly reports ( Sales & Collection )*

*Handles Customer Inquiries*

*Reviewing Customer application for Loan approval*

*Releaved Staffl on leave such as Cahiering, Sales and Marketing & Administative Work*

***B. Trainer/Supervisor – Venetian Hotel Casino***

*November 22, 2007-October 15, 2009*

***Job Description:***

*Trained F&B Staff in Wine Mixing & Food Service During Off peak Season*

*Maintain Quality & Excellent Service to the Customer*

*Entertained Customer needs and Inquiries*

*Handle Staff Scheduling*

***C. Restaurant Manager – GRAND HOUSE FAMILY RESTAURANT***

*February 2006 – October 2007*

***Job Description:***

*Maintain Restaurant Service Standard*

*Conduct Staff Briefing about what is out of stock ( Kitchen / Bar )*

*Inform staff about expected reservation for the day*

*Supervise & Maintain Quality & Presentation of food & drinks before serving to guest or customer*

***D. Head Bartender – MUSIC FACTORY-SM CITY PAMPANGA***

***San Jose, City of San Fernando,***

*September, 2004 –January 2005*

***E. Dining Supervisor-KELLT BLU CAFE***

***Clark economic Zone, Clark Field Pampanga***

*February 2001 – July 2004*

***F. Captain Outlet Waiter – MANILA DIAMOND HOTEL (MDH)***

*Roxas Boulevard, Malate, Manila*

*July 1994 –December 2001*

***G. Banquet Waiter*** *-* ***Hyatt Regency Hotel Manila***

*Roxas Boulevard, Pasay City, Metro Manila*

*Jannuary 1991 - June 1993*

***SKILLS:***

*Knowledge of Major operating system*

*Good team leader and ability to handle multiple task*

*Ability to work in a target based environment*

*Driving ( Sedan & Motorcycle with Phils Professional Driving license )*

***SPECIAL TRAINING, AWARDS and SEMINARS***

** ***Banquet Basic Services Seminar*** *- Hyatt Regency Manila, Pasay City*

*August 18 – 20, 1992*

* MDH –* ***Hotel Services Excellence Seminar***

*August 1, 1996*

** ***First Aid Training*** *Philippine National Red Cross Safety Services (PNRCSS) – MDH*

*April 28 – 30, 1997*

*** Basic Life Support Training***

*Adult – Cardio Pulmonary Resuscitation (PNRCSS) – MDH*

*May 2, 1997*

** ***Food and Safety Hygiene*** *– MDH seminar*

*August 13, 1997*

** ***Awarded Best in Housekeeping and Least in Breakage*** *– MDH*

*December 1995*

** ***Basic Safety Course (BSC)*** *- Magsaysay Training Center*

*Personal Survival Techniques (PST)*

*Fire Prevention and Fire Fighting (FPFF)*

*Elementary First Aid (EFA)*

*Personal Safety Social Responsibility (PSSR)*

*April 26 – May 07,2001*

*****Branch Manager Sales & Marketing Service Excellence Seminar ( Transcycle )***

***Managerial Manpower Handling Seminar ( Transcycle )***

*OCC Bldg Ortigas City Pasig City*

*April. 01 - April 05, 2015*

***EDUCATIONAL BACKGROUND***

*Bachelor of Science in Hotel and Restaurant Management*

*Lyceum of Batangas, Batangas City*

*1989 – 1994*

***PERSONAL DATA***

*HEIGHT: 5`7”*

*WEIGHT: 140 lbs.*