**First Name of Application CV No 1649052**

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**OBJECTIVE:**

An entry position fitted on my qualification for opportunities for career growth. As well as to enhance my knowledge, skills and personality, and to be part of growing company, be responsible and challenging position in hospitality industry.

**PROFESSIONAL EXPERIENCE:**

Heritage Village Restaurant Captain Order

Jumeirah (JBR) December 2014 – March 2016

THE K HOTEL (pre-opening) Supervisor

Bahrain September 2010 – October2014

* Resolve customer complaints regarding food service.
* Train workers in food preparation, and in service, sanitation, and safety procedures.
* Observe and evaluate workers and work procedures to ensure quality standards and service, and complete disciplinary write-ups.
* Assign duties, responsibilities, and work stations to employees in accordance with work requirements.
* Inspect supplies, equipment, and work areas to ensure efficient service and conformance to standards.
* Control inventories of food, equipment, small ware and report shortages to designated personnel.
* Recommend measures for improving work procedures and worker performance to increase service quality and enhance job safety.
* Develop equipment maintenance schedules and arrange for repairs.
* Perform various financial activities, such as cash handling, deposit preparation, and payroll.
* Purchase or requisition supplies and equipment needed to ensure quality and timely delivery of services.
* Evaluate new products for usefulness and suitability.
* Compile and balance cash receipts at the end of the day or shift.
* Conduct meetings and collaborate with other personnel for menu planning, serving arrangements, and related details.
* Develop departmental objectives, budgets, policies, procedures, and strategies.

**NOVOTEL AL DANA RESORT Captain Waiter**

**Bahrain August 2006 – August 2010**

* Greets guests escorts them to tables.
* Assign servers and bus persons to their sections and inspect the dining area to ensure it's clean and the tables are set properly. Each service station has to be stocked for the meal, with well-polished glasses and silverware.
* Ensure that guest served promptly, their special requests are accommodated, and that any complaints are handled promptly and fairly.
* Monitor the servers to make sure they're meeting the restaurant's standards for service and professionalism
* Assists waiters with food and beverage service whenever necessary.

**SHERATON HOTEL & TOWERS Waiter**

**Bahrain March 2000 – 2006**

* Identify customer needs and expectations correctly, including those with special needs, and provide appropriate products, services or information.
* Meet all reasonable needs and requests of customers within acceptable enterprise time frames.
* Identify and take all opportunities to enhance the quality of service.
* Offer assistance to colleagues when required, to ensure designated work goals are met.
* Ensure to prepare the daily mis n’ place of the outlet

SHERATON DOHA HOTEL & RESORTS Waiter

Doha Qatar April 1995 – 1997

SHERATON DOHA HOTEL & RESORT Butler

Doha Qatar November – December 1996

MAXON PACKAGING COMPONENTS INC. Machine Operator

1993 – 1994

**TRAININGS & SEMINARS ATTENDED**

* Room Service Training
* F & B Service Training
* Six Sigma
* ITT Sheraton Team Network for Profit

**KNOWLEDGE, SKILLS & ABILITIES**

1. Knowledge of effective communication and skills in order to handle the customer concern, request or complaints.
2. Skills in operating cash register and similar equipment.
3. Ability to communicate effectively with staff, students and the public.
4. Ability to follow oral and written instruction and apply institutional and other policies accurately.
5. Ability to maintain accurate records.

**PERSONAL DATA**

Date of Birth : June 7, 1971

Civil Status : Single

Nationality : Filipino

Height : 6’0

Sex : Male

**EDUCATIONAL BACKGROUND:**

College : San Sebastian College Recoletos

Course : Computer Science (Undergraduate)

Intermediate : Cavite National High School