**BRYAN**

**CAREER OBJECTIVES**

To work and be part of a company where I can apply my knowledge and skills and gain competence as I prepare for greater duties and responsibilities. To be an active part of an organization that opens the door for career growth and professional development.

**HIGHLIGHTS OF QUALIFICATION**

* 4 years diversified UAE experience in F&B Industry
* High level customer service oriented
* With passion in coffee production artistry & F&B industry
* Excellent communication & negotiation skills
* Can do attitude & service above expectations
* A strong team player with a great work-ethic
* Analytical & numerical ability *w/* attention to details
* Excellent organizational & time management skills
* Confident & self-motivated
* Eager to exceed sales targets & task orientated
* Excellent MS Office skills & exposed to any ERP
* Proven ability to work under pressure
* Fast learner, eager to take on new challenges
* Leadership by experience & example
* Can do multiple task */* things at the same time
* Developed the ability to work in a fast paced atmosphere
* Enjoy working in highly competitive multi-cultural environment

**WORK EXPERIENCE**

Period : 2014 - 2016

Organization : Omnia by Silvena., Downtown Dubai, UAE

Designation : **Barista / Bartender**

Key Responsibilities:

* Clean glasses, utensils, and bar equipment.
* Take beverage orders from serving staff or directly from patrons.
* Prepare beverages
* Interact with customers, take orders and serve snacks and drinks
* Assess customers’ needs and preferences and make recommendations
* Mix ingredients to prepare cocktails
* Plan and present bar menu
* Restock and replenish bar inventory and supplies
* Stay guest focused and nurture an excellent guest experience
* Comply with all food and beverage regulations
* Balance cash receipts.

Period : May 2012 to Up to April 28, 2014

Organization : Gloria Jean's Coffee - Brook Foods L.L.C., Dubai, UAE

Designation : **Barista / Coffee Maker**

Key Responsibilities:

* Greets all customers with fast, friendly, personalized service & develops a rapport with customers by learning their names, favorite drinks & food items.
* Educates customers on the superior quality of the company products and services.
* Answers customer questions regarding coffee blends, preparation, and product freshness.
* Sells and serves baked goods and miscellaneous food items to the customers in a courteous & friendly manner.
* Weighs, grinds and packs coffee as per customer's order according to company guidelines.
* Maintains the highest level of standards for all product preparation & adheres to all company recipes & measurements with superior
* product presentation.
* Safely handles all hot and cold drinks during drink preparation.
* Provides top quality espresso shots for hot or cold beverages.
* Follows all company drink recipe and procedures.
* Verbally receives and calls back customer orders in a friendly manner.
* Accurately rings sales orders into cash register and counts back change to customers in a courteous and friendly manner. Follows health, safety & sanitation guidelines for all products.
* Maintains continuous communication with other staff functions during peak business times & initiate suggestive processes & quality
* improvements for the profitability of the cafe.
* Restock shelves when necessary, routinely cleans the bar area, floor, windows and grinders, and takes out trash.
* Assists in the distribution of the weekly shipments and maintains a clean and organized storage room.
* Answers telephone in a courteous and friendly manner including giving store greeting, directions to the store location, and receiving and filling customers orders.
* Maintains the highest quality, consistent product standards & continues learning and on the whole bean knowledge, coffee blends, tea products, bakery items, coffee brewing, and blended products.
* Maintains efficient, friendly service standards and demonstrates such standards when training other team members.
* Communicates customer complaints */* concerns to the manager on duty & assists in opening and */* or closing of the cafe.

**EDUCATIONAL ATTAINMENT**

Vocational : ACLC Center, Manila, Philippines

Course : Computer Hardware

Year Graduated : March 2006

**SEMINARS ATTENDED**

Course: Food & Beverage Service Skills Session

Garden Plaza Hotel & Suites, Manila, Philippines

**SPECIAL TRAINING */* SKILLS**

Computer Literate

• MS Word, MS Excel, MS PowerPoint, MS Access, MS Paint and MS Outlook

**BIOGRAPHICAL DATA**

Date of Birth : August 11, 1988

Civil Status : Single

Religion : Roman Catholic

Citizenship : Filipino

Languages / Dialects : English, Tagalog and little of Arabic

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