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| **C U R R I C U L U M V I T A E** | **2016** |

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**MARLENE**

Email: marlene.328659@2freemail.com

Professional Profile

I have a rich history as a hospitality professional, with extensive experience in some of the best casual restaurant concept brands and hotels. I am thoroughly engrossed in the culture of hospitality and have an understanding of the business. I have been recognized for outstanding performance and flexible to enthuse and engage people at all levels. I always ensure a clear understanding of best practice design methods and technical considerations in every department that I have worked. I am always looking to take on new challenges and make a positive contribution, which includes significant responsibility for results in your esteemed organization. Email: marlene.328659@2freemail.com

Key Skills

* **Leadership** – Strong motivational skills with the ability to enthuse staff; adept at inspiring others to reach personal and career goals, thereby promoting professional development of the team.
* **Results Driven** – Consistently meet and regularly exceed objectives and schedules and able to introduce and implement innovative processes and entrepreneurial activities/insight to achieve significant results.
* **Communication** – Expert communicator, negotiator and presenter with a flexible communication style – adapting to employees at all levels.
* **Organization** – Prioritizes schedules and coordinates workload, able to multi-task and manage time effectively.
* **Research & Development** – Critical in providing market proven innovation and support, allowing the department to grow and assimilate through extensive research enabling the organization to cope up with the ever changing market, for further growth and development.

Professional Experience

* **HUMAN RESOURCES EXECUTIVE**

Gulf General Investment Company PSC – GGICO Gourmet

**Senior HR & Admin Level Support for: Buca Di Beppo Italian Restaurant, Mama Fu’s Asian House, Le Crobag**

December 2015 to December 2016

GGICO Gourmet is a subsidiary of Gulf General Investment Company. The sector is created to mainly introduce and add Food and Beverage to the vast current portfolio of GGICO.

**Key Duties and Responsibilities:**

* Reporting directly to Chief Operating Officer in all HR/dmin concern
* Recruitment of Manpower, local and international, as per the requirements provided by Chief Operating Officer or Department Heads, in line with the budget set by the company. Involvement in manpower plan and set up for new restaurant openings.
* Coordinating with international agency in all formalities that needs to be done from the company side, in order to ensure smooth deployment of employees.
* Preparation of employees arrival, from ticketing, airport welcome with the team, pick up, hotel accommodation, uniform and training employees
* Coordinating with Finance team on the monthly payroll of all employees
* Keeping track and updating all current employee files and making files for newly joined
* Consolidating and making monthly calendar for all employee leaves in each restaurant making sure that there will be enough manpower taking in high consideration UAE holidays
* maintains detailed record of the turnover, researches and formulating strategies for the company as well as implementing employee surveys to target areas that needs improvement for employees’ healthy and balance work environment.
* consulting restaurant management team about company policies and procedures and whenever necessary in helping them
* regular visit of all restaurants and constantly meeting employees to ensure that their grievances (if any) are being addressed accordingly; having one on one meeting whenever necessary
* coaching and assisting employees based on the feedbacks given through Probation Reviews or Performance Evaluation from their direct managers
* Communicating and getting approvals from respective managers and making sure that employees are being assisted in emergency cases.
* Preparing and releasing Promotion/ Increment Forms, Termination letter; updating HR/Admin forms regularly and dissemination to all employees
* Preparing and presenting reports on a weekly/monthly basis (or whenever necessary) on activities and HR plans for the current as well as the upcoming month
* Keeping myself updated on the current HR trends, current market salary range, UAE Labor Laws
* **HUMAN RESOURCES COORDINATOR**

Emirates International Restaurants LLC. – Chili’s

**Senior HR & Admin Level Support for: Chili's American Grill, Romano’s Macaroni Grill, Cantina Laredo, El Chico Mexican Restaurant, The Pizza Company, Black Canyon – Thai Cuisine, Silver Fox and Joe's Crab Shack**

January 2014 to November 30, 2015

Emirates International Restaurant is a subsidiary of Saleh Bin Lahej Group and its Hospitality Division. Saleh Bin Lahej Group started operating restaurants in the UAE since 1997 with the opening of the first Chili’s Restaurant at Garhoud, Dubai. Serving You World of Tastes Saleh Bin Lahej Group received countless recognition within the hospitality industry, as the renowned and respected owner and operator of several casual dining brands across the UAE.

**Key Duties and Responsibilities:**

* Primarily includes coordinating work inside the department; maintains detailed record of the turnover, researches and formulating strategies
* consulting with the management team about company policies and procedures and whenever necessary in helping them
* helps employees and managers in various incidents, employee turnover ,absenteeism, employee motivation and recognition
* assessing and interviewing candidates for available positions**;** coordinating with the Admin Department from accepted applicants up to the time they will be join the company
* coordinates with the Operations and respective supporting departments of Hospitality Division in providing them the necessary documents regarding Employee Transfers, Promotions, Salary Increments
* schedules meeting whenever necessary
* maintains strict confidentiality of company and personnel information
* demonstrates a strong commitment to the mission and values of the organization
* adheres to company standards and Labor Laws
* Performs other duties as assigned
* **TRAINING & DEVELOPMENT COORDINATOR**

Emirates International Restaurants LLC. – Chili’s

**Senior Level Support for: Chili's American Grill, Romano’s Macaroni Grill, Cantina Laredo, El Chico Mexican Restaurant, The Pizza Company, Black Canyon – Thai Cuisine, Silver Fox**

December 2011 to December 2013

**Key Responsibilities Included:**

* Responsible for training and monitoring the employees, upon joining our chain of restaurants
* Assisting the Training Manager in making training schedule program for newly joined team members and managers
* handling trainings about core of the standards of each brand, personal hygiene, team selling/upselling etc.,
* responsible for preparing the facilitation of Basic Food Hygiene and Safety based on Dubai municipality standards as well as Person in Charge for Restaurant Management Team
* Responsible Consistent updates of the training materials for each brand and making sure that each restaurant branches are in compliance with the same.
* Visiting all restaurant brand and branches to ensure that training system is in place and consistently followed. Communicating with respective operations or department heads on the concerns as per the visitation done
* Assisting the Training Director in employee hiring, in the absence of HR.
* Coordinates with the Operations and respective supporting departments of Hospitality Division in providing them the updated training materials and modules needed.
* schedules meeting whenever necessary
* Maintains strict confidentiality of company training files and modules
* Performs other duties as assigned
* **FRONT OFFICE RECEPTIONIST**

  **Four Seasons Hotel and Resort Scottsdale**

10600 E. Crescent Moon drive Scottsdale Arizona 85262 USA

 November 2009 2003 to June 2011

* Responsible for greeting the guest and assisting them in Check-in and Check-out, making sure that their needs are met as per the hotel standards
* **LAUNDRY VALET ATTENDANT**

  **Four Seasons Hotel and Resort Scottsdale**

10600 E. Crescent Moon drive Scottsdale Arizona 85262 USA

 November 2009 to June 2011 (part time)

* Responsible for processing hotel guest clothes from professionally washing, drying, pressing and folding garments, professional dry-cleaning as well as hotel employees' uniform
* **GUEST SERVICE ASSISTANT**

  **Hyatt Regency Bonaventure**

250 Racquet Club Road Weston Florida 33326 USA

 November 2008 to May 2009

* Responsible for greeting the guest the moment they came in the hotel restaurant's entrance and be able to seat them within a standard period of time
* When assigned in Room Service, responsible for answering and taking all guest food orders through phone and making sure that their food are delivered in a very timely manner and to the guest’s satisfaction

ON THE JOB TRAININGS:

* **Six Months On-the-Job Training - Lerk Thai Restaurant (Food server)**

 #02-202 Marina Square shopping center, Singapore

 April 12, 2007 to October 12, 2007

* **On-the-Job Training Mandarin Oriental Manila (Front Desk Officer / Housekeeping Attendant)**

Makati Avenue Makati City Philippines

January 30, 2006 to February 24, 2006

TRAININGS ATTENDED:

* **FB-RM-102C-0 Follow Food and Beverage Safety and Hygiene Policies and Procedures**

 Select Catering Services Ltd. Crescent, Singapore

 May 24, 2007

* **Food Hygiene Sanitation and Safety**

Lamcy Training Room Dubai, UAE

January 2012

EDUCATION

**Bachelor of Science in Hotel Management**

Lyceum of the Philippines University

Capitol Site Batangas City, Philippines

2004 to 2008

PERSONAL INFORMATION:

 Birthdate : June 4, 1987

 Birth Place : Bauan, Batangas Philippines

 Height : 5'4

 Weight : 50 kg

 Sex : Female

 Civil Status : Single

 Religion : Roman Catholic

 Nationality : Filipino

**Character Reference Available Upon Request**