**LEONARDO**

**LEONARDO.331215@2freemail.com**

**Personal Profile**

A dynamic, well-motivated and performance enthusiastic individual with 5 years demonstrated success working as Barista/Waiter and Server within diverse hospitality environments. Good analytical and time management skills and has a high regards towards hard work. Track of communicating clearly and positively with customers to facilitate flawless order placement. A team player who enjoys working with hospitality staff to attain the goals collaboratively. Proven record of managing a large volume of customers and handling stressful situations in a fast paced environment.

**Career Objective:**

 To purse a challenging and rewarding career in the food and beverage / hospitality industry wherein I can show my skills and abilities for achieving absolute satisfaction and contributing to the growth of the company.

**Work Experience**

**BARISTA**

 **P.O. BOX 18999** Al Twar Centre, Al Qusais, Dubai, UAE

(January 05, 2014 Until January 23, 2017)

* Operating espresso machines depending on the level of automation.
* Creating foaming milk juice or milk based drinks.
* Prepare or serve hot or cold beverages such as coffee espresso drinks blended coffees, or teas and other various beverages.
* Provide superior customer service.
* Responsible for brewing coffee and coffee urns, drip or vacuum coffee tea makers.
* Provide customers with product details such as, coffee blend or preparation descriptions.
* Check customers to ensure that they are enjoying their meals and take action to correct any problem.
* Describe menu items to customers or suggest products that might appeal them.
* Operating the POS and handling cash flow, petty cash and sales report at the end of the shift.
* Replenishing supplies all around the coffee shop.
* Develop enthusiastically satisfied customers all of the time and contributes to store profitability.
* Check temperatures of freezers, refrigerators, or heating equipment to ensure proper functioning.
* Cleaning and maintenance of coffee and espresso machines and cleaning the coffee shop itself.
* Communicate to the guest and provide assistance with their queries.

**BARMAN WAITER**

**ALMUNTAZAH CLUB,ABELA and COMPANY** P.O. Box: 1556, Dubai, United Arab Emirates (from (May 21, 2012 to November 21, 2013)

* Preparing the Bar and Restaurant for daily operation.
* Excellent knowledge of in mixing, garnering and serving drinks.
* Check customer identification and confirm it meets legal drinking age.
* Restock and replenish bar inventory and supplies.
* Prepare alcohol or non- alcohol beverage.
* Ensures all foods are served at the highest standards.
* Receiving the liquor items from the store keeper.
* Monitoring the FIFO skills wine and beer with the help of store keeper.
* Inform the best selling menu to customers and take down orders serve the food exactly as requested and record the price that the guests ordered in the guest check and courteously handle the bill to the customers.
* Comply with all food and beverage regulations.
* Stay guest focused and nurture an excellent guest experience.
* A passionate customer service professional who consistently delivers high standards of service.
* Positive attitude and excellent communication skills.

**CASHIER**

**SUPER 8 GROCERY WAREHOUSE,** ORTIGAS, PASIG City, Philippines

(From December 11, 2010 to January 05, 2012)

* Front Counter Customer Service.
* Always embodying a positive attitude, a friendly face, great energy, and an uncompromising commitment to excellence.
* Receive and disburse money in establishment.
* Usually involves use of electronic scanners, cash registers, and other related equipment.
* Often involved in processing credit or debit card transactions and validating checks.
* Maintaining a neat and organized check out area.
* Complies to prescribed bagging SOP's
* Work with Bagger to ensure balance tally of number of purchased of items vs. tape receipt.
* Ensure bagging supplies are used properly and efficiently.
* Return misplaced merchandise at checkout counters as per SOP on returning misplaced merchandise.
* Ensures swift and responsive customer assistance.

**SERVICE CREW**

 **MANG INASAL, RESTAURANT BANAWE** BRANCH,

(From March 01, 2010 to August 05, 2010)

* Assigned as in-charge to check and maintain the high quality standard of all raw and finished products at all times.
* Do responsible in preparing daily sales report and other administration job.
* Doing daily inventory of frozen items and weekly monitoring the usage of dry items.
* When not too busy and during lean hours we always making it a point to do deep cleaning and proper organization of the Dining area station like re-filling and re-stocking of running out condiments.
* In-charge in taking orders, from the food counters fast and well-organized.
* Do responsible in operating cash register, P.O.S. Machine.
* Monitoring kitchen equipment’s from time to time and ensures its working conditions.
* Assisting the marketing coordinator in implementing in store activities such as birthday parties.
* Making suggestive selling like add-ons and special promotions to increase sales.
* Administered my co- crew for work efficiency.
* Ensure that our guests receive prompt, friendly and personalized service.
* Providing excellent service at all time.

**STOCK CLERK**

**SM SUPERMARKET SAVEMORE MEZZA**, Operated by: SUPERVALUE INCORPORATION (from June 23, 2009 to November 15, 2009)

* In charge in ordering, receiving of goods in the supermarket and pricing updates.
* Responsible on updating the items details, and encoding.
* Display all items as per supermarket standard with proper signage and shelf edge.
* Do responsibly carrying out day to day activities such as merchandising and refiling of stocks on display throughout the department.
* Maintaining an optimal goods inventory, correct storage and issue of goods.
* Monitors competitors’ activities and report to the Sales Supervisor.
* Ensures that proper level of stock is maintained in each store.
* Helping with Promotions and advertising campaigns with the proper signage installation in the store.
* Checked product delivery and make purchase order, documents bad orders.
* Monitored all products and ensures products are efficient for buying.
* Ensured that FIFO is implemented and ensures timely stock replenishments.
* Acceptance and close control of all incoming goods in respect of volume and quantity.
* Responsible for performing the following tasks to the highest standard.

**Education**

* **PRIMARY:** San Jose Elementary School, Tacloban City,Philippines (1996 – 2001)
* **SECONDARY:**Antonio A. Maceda Integrated School, Buenos Aries,

(Sta Mesa Manila, 2001 – 2005)

* **COLLEGE:** Eulogio “Amang” Rodriguez Institute of Science and Technology, Sampaloc Manila
* **COURSE :**(BSPA) A graduate of Bachelor of Science in **Public**

**Administration**(2005 – 2009)

**Qualifications & Accreditations**

 **•ADVANCED CUSTOMER SERVICE**Has attended the course held by Abela& Company on August 14th 2012

* **BAKING ADVANCED**Has attended the course held by THE EMIRATES EDUCATION CENTRE(November 04, 2016 – December 16, 2016)
* **INTERPERSONAL SKILLS**Has attended the course held by Abela& Company on October 13th 2012
* **ON THE JOB TRAINING @ BUREAU OF CUSTOMS PORT Area Manila Philippines**

At CENTRAL RECORDS MANAGEMENT DIVISION.

* **WHALEDONE SKILLS**

Has attended the course held by Abela& Company on January 15th 2013

* **BASIC FOOD HYGIENE TRAINING**

Conducted on February 09, 2013 by Abela and Company

* **TEAM SPIRIT**Has attended the course held by Abela& Company on April 29, 2013.

 **•SERVE TO WIN**

Has attended the course held by Abela& Company on November 18, 2013

 **•CUSTOMER SERVICE & BEHAVIOUR TRAINING**

 Has attended the course Held by AL BURJ HOLDING LLC on May 08, 2016

**Personal Information**

 **Age : 30**

 **Birth Date : December 02, 1986**

 **Marital Status : Single**

 **Nationality : Filipino**

 **Height : 5’ 2**

 **Religion : Roman Catholic**

 **Visa Status : Company Visa**