**DONNA CLAIRE E. BORREL – CV No. 1994118**

**MAJOR ASSETS:**

* Strong background in store management, cash control, product quality manager
* Excellent leadership, interpersonal, and communication skills
* Proven ability to work independently and as part of a team.
* High proficiency in using computer software such as Microsoft Word and Excel.

**RELATED WORK EXPERIENCE:**

**Company Address: The Dubai Mall**

*Company Profile:*

Jollibee is a recognized leader in the Philippine fast food industry, beating both local and US-based quick service restaurants in system wide sales and number of outlets. Its superior menu line, creative marketing and advertising programs, and undisputed market coverage have helped write its phenomenal business success story. Jollibee is an American style fast -food restaurant with Filipino-influenced dishes specializing in chicken, burgers, and spaghetti. Now, it has also locations in the United States, Saudi Arabia, Hong Kong, Vietnam, Indonesia, Dubai and Brunei.

**Position:** **Assistant Restaurant Manager**

**Job title:** **Service Quality Manager (1 year)**

**Inclusive dates:** **July 27 to present**

**Department:** **Store Operations**

**Immediate supervisor: Rita Villegas**

**No of staffs Supervised and their position: 32 service crews/2 Crew Leaders**

***Job Summary:*** To supervise the store operations which includes manpower, equipment and availabilityof stocks to achieve desired goal and objective which is to have a fast and friendly service, to serve a high quality standard of food and ensure company’s profitability and customer’s satisfaction.

***Duties and Responsibilities:***

* Ensures the highest Food, Service and Cleanliness Quality standards by timely monitoring and coordinating manpower.
* Ensures achievement of prepared sales forecasts by rallying the cashiers on duty to do suggestive selling and implementation of marketing promos.
* Ensures store profitability by minimizing food and packaging cost, electricity and manpower costs.
* Ensures implementation of operational systems and procedures such as cash and security control, kitchen management, crisis management and customer service.
* Controls customer complaints and coordinates any crisis occurrences with the Crisis Management Committee.
* Conducts Mid-month and Month-end inventory. Ensures accuracy of month-end inventory conducted in the store.
* Ensures proper handling and maintenance of all store equipment and facilities.
* Assists in the proper training of all new employees ensuring their awareness and compliance to company standards, policies, rules and regulations and work procedures.
* Assists in Ensuring manpower readiness at all times by doing timely hiring, regularizing, and promoting following HR guidelines and procedures.
* Coaches, leads, direct, disciplines and motivates Management Team and staff towards a more productive individual and group performance.
* Assists in evaluating performance of the staff as scheduled.
* Monitors and sees to it that the corporate trademarks (signboards, streamers, and uniforms) are standard and well maintained.
* Coordinates closely with other departments in all matters that affect store operations.
* Ensures that quality foods are served to the customers.
* Stocks are well forecasted and ordered for the store usage and to avoid borrowing from other stores.
* Ensures that the customers are satisfied with our service and products. Interacts with the customers’ needs and wants.

**Company Name:** **JOLLIBEE FOODS CORPORATION**

**Company Address: Jollibee, Assumption Road, Baguio City, Philippines**

*Company Profile:*

Jollibee is a recognized leader in the Philippine fast food industry, beating both local and US-based quick service restaurants in system wide sales and number of outlets. Its superior menu line, creative marketing and advertising programs, and undisputed market coverage have helped write its phenomenal business success story. Jollibee is an American style fast -food restaurant with Filipino-influenced dishes specializing in chicken, burgers, and spaghetti. Now, it has also locations in the United States, Saudi Arabia, Hong Kong, Vietnam, Indonesia, Dubai and Brunei.

**Position:** **Assistant Restaurant Manager 3**

**Job title:** **Product Quality Manager and Kitchen Manager (3years)**

**Service Quality Manager, Counter Manager, Training and Hiring (3 years)**

**Inclusive dates:** **April 2009 - March 2015**

**Department:** **Store Operations**

**Immediate supervisor: Suzette L. Esteban**

**No of staffs Supervised and their position: 37 service crews/3 Admin Crews**

***Job Summary:*** To supervise the store operations which includes manpower, equipment and availabilityof stocks to achieve desired goal and objective which is to have a fast and friendly service, to serve a high quality standard of food and ensure company’s profitability and customer’s satisfaction.

***Duties and Responsibilities:***

* Ensures the highest Food, Service and Cleanliness Quality standards by timely monitoring and coordinating manpower.
* Ensures achievement of prepared sales forecasts by rallying the cashiers on duty to do suggestive selling and implementation of marketing promos.
* Ensures store profitability by minimizing food and packaging cost, electricity and manpower costs.
* Ensures implementation of operational systems and procedures such as cash and security control, kitchen management, crisis management and customer service.
* Controls customer complaints and coordinates any crisis occurrences with the Crisis Management Committee.
* Conducts Mid-month and Month-end inventory. Ensures accuracy of month-end inventory conducted in the store.
* Ensures proper handling and maintenance of all store equipment and facilities.
* Assists in the proper training of all new employees ensuring their awareness and compliance to company standards, policies, rules and regulations and work procedures.
* Assists in Ensuring manpower readiness at all times by doing timely hiring, regularizing, and promoting following HR guidelines and procedures.
* Coaches, leads, direct, disciplines and motivates Management Team and staff towards a more productive individual and group performance.
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**Company Name:** **Kentucky Fried Chicken (KFC)**

**Company Address: North Luzon Area, Philippines**

*Company Profile:*

Kentucky Fried Chicken, pioneered by Colonel Harland Sanders, has grown to become one of the largest quick services, food service systems in the world - with more than a billion “finger lickin' good” Kentucky Fried Chicken dinners served annually in more than 80 countries and territories.

***Position:*** **Administrative Assistant**

***Job Title:*** **Admin Assistant**

***Inclusive Dates:*** **November 2003 - July 2006**

***Duties and Responsibilities:***

* Supervise the whole business operation – ensure that the manpower are doing their job properly, the machines and equipment are in proper condition, the store is maintained clean and customers are being served well.
* Implementation of company standards - ensure that the employees are complying with the company standards with regards to customer service, production and inventory, by consistently monitoring and supervising their performance while on duty.
* Timely submission and collection of billing and checks – ensure that collection of store billings like electricity and petty cash reimbursements are collected weekly and submitted to the main office and at the same time collects the payments for all the suppliers that they are paid on time and payments for reimbursements are done weekly.
* Reports directly to the Area Manager assists in doing inventory and cash control audits.

**EDUCATION:**

**AB Mass Communications** (June 1998 – March 2003)

Saint Louis University, Baguio City, Philippines

University of Cordillera (formerly Baguio Colleges Foundation)

**High School Diploma** (June 1994 – March 1998)

Don Bosco High School, Baguio City, Philippines

**Elementary (**June 1989- March 1994)

Our Lady of Mount Carmel Montessori, Baguio City, Philippines

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|  |  | **TRAINING AND SEMINARS:** |  |
| • | **Fire Warden Training** | August 3, 2015 |
|  | Business Bay, Dubai |  |
| • | **Peron – in – charge (Food Safety)** | August 13-15, 2015 |
|  | Al Quasais, Dubai |  |
| • | **Effective Business communication** | Oct. 22-23, 2008 |
|  | JWS Training Center, Karina Bldg., Pasig City, Philippines |  |
| • | **Basic Operations Training Program (Phase 1-6)** | Apr. 2009 – August 2009 |
|  | JWS Training Center, Karina Bldg., Pasig City, Philippines |  |
| • | **Go Speed Seminar** | March 23, 2011 |
|  | Jollibee Center, Pasig City, Philippines |  |
| • | **VIEW** | **Values Integrated Enhancement Workshop** | December 2010 |
|  | Jollibee Plaza, Pasig City, Philippines |  |
| • | **Coca-cola Beverage Training** | July 2011 |
|  | Jollibee Center, Pasig City, Philippines |  |
| • | **The American Hospitality Academy** | August 8, 2012 |
|  | Jollibee Assumption, Baguio City, Philippines |  |
| • | **IM Coaching Suite** | August 1-3, 2011 |
|  | Jollibee Center, Ortigas, Philippines |  |
| • | **Integrated Skills For Success** | October 24 – 28, 2011 |
|  | Jollibee Center, Ortigas, Philippines |  |
| • | **Product Quality Summit** | March 6, 2014 |
|  | Jollibee Carmen, Philippines |  |
| • | **Food Safety Training** | August 2014 |
|  | Jollibee Assumption, Philippines |  |
| • | **Crisis Management** | September 2014 |
|  | Jollibee Assumption, Philippines |  |
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|  |  | **PERSONAL INFORMATION:** |  |
| Nationality: | Filipino |  |
| Religion: | Roman Catholic |  |
| Date of Birth: | October 22, 1981 |  |
| Place of Birth: | Quezon City, Philippines |  |
|  |  |  |
| Civil Status: | Married |  |
| Sex: |  | Female |  |

**REFERENCE:** Available upon request

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| **DONNA CLAIRE E. BORREL – CV No. 1994118**To arrange interview with me, please send your company name, vacancy and salary details to my HR Consultant cvcontacts@gulfjobseekers.com Whatsapp +971504753686\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |