**PRECY**

[**PRECY.334617@2freemail.com**](mailto:PRECY.334617@2freemail.com)

**Objective:**

I am looking forward for a position in an organization where I can utilize my business education and work experiences in a customer service relation.

**Personal Background:**

Citizenship: Filipino

Date of Birth: December 23, 1989

Civil Status: Single

Languages and Dialects Spoken: Ilocano, Tagalog, English

**Educational Attainment:**

Bachelor of Science in Hospitality Industry Management (2008-2012)

University Service Awardee

**Work Experiences:**

December 19, 2015 to present

Sales Associate

GINNYS PLUS TRADING- CREATIVE AUTHORITY

Shatha Tower- Media City, Dubai, United Arab Emirates

April 18, 2014 to December 6, 2015

Cashier

ABELA & CO. – IKEA Restaurant and Cafe (Dubai branch)

-FRESH 4 YOU (SKYNEWS ARABIA FZ- LLC, Abu Dhabi)

June 5, 2012 to March 23, 2014

Management Trainee (Officer-in-charge, Cashier/Quality Control)

JOLIBEE CORPORATION (Quick Service Restaurant)

Quiapo, Manila, Philippines

April 5- May 25, 2012

Front Officer/Receptionist/Waitress

GRANDPA'S INN HOTEL AND RESTAURANT

Vigan, Ilocos Sur, Philippines

**Duties and Tasks:**

Management Trainee/Team Leader

* **Assist with the daily responsibilities and duties of the manager.**
* Cross-trained in different departments to gain perspective on the overall operation of the company's sales, marketing, purchasing and customer service departments.
* To monitor employee output and manage functions.
* To observe company reports and analyze changes in inventory, sales and profit.

Waitress

* Greet customers upon entering the establishment.
* Escort them to their tables.
* Ask customers what they would like to order, offer specialty dishes.
* Serve food and beverage to customers.
* Buss out dishes and glasses from tables or counters and take them to the dishwashing area.
* Fill salt and pepper, sugar, cream, condiments and napkin container.
* Coffee maker (Expresso, Americano, Expresso Mackhiato, Cappuchino, Latte and Turkish Coffee)
* Prepare fresh juices and smoothies.
* Table setting (skirting, arrange dinnerwares, glasswares and cutleries including napkin folding)
* Practice proper hygiene all the time.

Cashier

* Greet customers as they arrive and provide them information about the products offered
* Take order and punch.
* Up-sell and do suggestive selling.
* Repeat order
* Take payment in exchange of food items sold.
* Enter transactions in the POS-Point OF Sale/Cash Register and provide customer with the total bill then give receipts and change if there’s any.
* Thank the customer and ask for repeat business.
* Sort and count currency and coins.
* Prepare sales report.

Quality Controller (Fast Food)

* Check order slip and call the products ordered to the kitchen for kitchen products and to the grill for grilled items.
* Arrange necessary dishes and cutleries needed in the food tray according to the quantity of order.
* Check the quality and completeness of product ordered then call dining crew or server to serve orders.
* Make back up for the next day operation.
* Maintain cleanliness in the station and observe good proper hygiene all the time.

Food Delivery Service

* Take orders from outside the store/premises and deliver them to the customers.
* Responsible in giving promotional offers.

**Skills/ Professional and Personal Characteristics:**

* Knowledgeable in Microsoft office.
* Communicates well with people.
* Ability to produce consistently accurate work even under pressure.
* Ability to multi-task and manages conflicting demands.
* Can easily adjust to new environment and has the ability to work with individuals from different cultural backgrounds.
* Able to maintain good interpersonal relationships with co-workers.
* Outgoing and flexible personality enjoys meeting people.
* Hardworking, willing to learn, honest, initiative and determined to achieve goals.
* Considers efficiency and punctuality as a factor for one’s advancement.
* Considers standard operating procedures at all times.

**Competency and Achievements:**

Basic Food Hygiene (Certificate holder)

Awarded as consistent "CREW OF THE MONTH"-JOLIBEE CORPORATION

NC2 Housekeeping-TESDA

Received Certificate of Competency-"UNIVERSITY SKILLS OLYMPICS"

**Trainings and Seminars attended:**

Corporate Connection (June 2, 2015)

Dazzling Customer Service (October 1, 2014)

Think to Win (October 2, 2014)

Basic Food Hygiene Training (July 20, 2014)

Serve To Win (April 19, 2014)

On-the-Job Training in GRANDPA’S INN Hotel and Restaurant (Nov.22, 2011 to Jan.30, 2012)

Front Office and Food and Beverage Service Seminar (October, 2011)

Housekeeping Procedure Seminar (September 27, 2010)

Front office Procedure Seminar (September 27, 2010)

Food and Beverage service (September 28, 2010)

Career Development (September 28, 2010)

Mis En Place (February 2, 2010)

Hospitality and Tourism Congress (February 27, 2010)

I do hereby certify that the above statement is true and accurate to best of my knowledge.