**Maricel**



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**Objectives**

With proven abilities and highly successful in meeting all profit objectives and operational targets. Believing that hands-on approach brings increased standards and profits. Dedicated, people oriented, proactive team leader with a strong customer service focus, a commitment to quality and service objectives, and a solid track record of contribution to bottom line profits.

**Areas of Expertise**

 Maximizing Profit Margins

 Team Leadership

 Function and Event Organizing

 Marketing and Promotions

**Professional Experience**

**Store Manager 2015 – 2016**

Zoom Market

**Duties & Responsibilities**

 Manages the overall operation of the store.

 Interviews applicant staff and recommend for their hiring and promotion.

 Prepares weekly schedules of all staff.

 Orders and receives stock from the suppliers.

 Prepares monthly financial reports.

 Ensures that cashiers’ sales in every shift is equally balanced to the daily sales report. Conduct Spot-Checking of cash in cashiers’ position.

 Prepares daily sales for bank deposits.

 Ensures implementation of excellent customer service.

 Maintains cleanliness and orderliness of the whole site.

 Maintains and ensures achievement of daily sales target.

 Responds to customer inquiries promptly and efficiently and address complaints of customers professionally.

 Proper monitoring of stocks to ensure product availability.

 Ensure accuracy and prompt home delivery service.

 Supervising 15 staff of different nationalities and designate them on different sections of the store to efficiently monitor their respective stocks (*as to availability of products and/or its expirations*).

 Carry out quarterly inventory and prepare corresponding inventory reports.

 Provide proper training to new staff according to the standards of EPPCO.

**Store Manager 2010 -2015**

**Black Pearl Caviar International** Emirates Palace HotelAbu Dhabi, U.A.E. **Duties & Responsibilities**

 In-charge of overall operation of the assigned Shop.

 Strictly implements excellent customer service.

 Maintains cleanliness and orderliness of the whole shop.

 Responsible in receiving orders from the main kitchen and ordering stocks from head office.

 Receives and process payments by cash, credit or cheque.

 Ensures that there is enough cash float or funds for change.

 Ensures that the quantity and quality of stocks received are in accordance to the requests.

 Prepares daily, weekly and monthly inventory reports.

 Prepares daily banking deposits.

**Store Manager 2004 - 2010**

**Emirates National Oil Company** EPPCO House, Sheikh Rashid Road P. O. Box 5589 Dubai, U.A.E. **Duties & Responsibilities**

 In-charge of overall operation of the assigned site.

 Prepares weekly/ monthly schedules of all staff.

 Orders and receives fuels from Jebel Ali.

 Places and receives stock from suppliers in the Convenient Store.

 Implements and analyzes the lay-out of display.

 Prepares monthly financial reports.

 Prepares monthly stock inventory reports.

 Ensures that cash sales in every shift is equally balanced to the daily sales report.

 Prepares daily banking deposits.

 Strictly implements excellent customer service.

 Maintains cleanliness and orderliness of the whole site.

 Ensures high standard operation of Petrol Stations in Dubai.

 Manages the diverse range of activities in the Station/Store with amount of Sales ranging from AED 40,000 to AED 60,000 per day.

 Provides prompt, friendly, knowledgeable response to inquiries and complaints of customers.

 Handling procurement and monitoring stocks to ensure product availability.

 Supervising 30 staff of different nationalities.

 Conducts quarterly inventory and preparing corresponding inventory reports.

 Spot-Checking cash in cashiers’ position.

 Implements efficiently Dubai Shopping Festival Promotional items.

 Provides proper training to new staff through established systems.

**Manager 2001 - 2004**

**Infinite Com Cafe**

Al Rigga Street.,Dubai, U.A.E.

**Duties & Responsibilities**

 Handling Cash Register.

 Prepares daily cash reports and turn over to the manager.

 Provides internet operation assistance service to the clients.

 Keep accurate records of supplies inventory to avoid spoilage and shortage.

 Performs administrative duties such as keeping records of payroll and budget, making sure that all cash registers balance at the end of the work day, preparing bank deposits and performing general bookkeeping activities.

 Maintains restaurant supply level adequately by ordering products from service like perishable foods, beverage distributors as well as procuring other items like non-perishable foods such as cleaning and paper supplies.

**Operations Manager 1997 - 2001**

**Cyber Azia Internet Bar Cafe** Bacolod City, Philippines **Duties & Responsibilities**

 Manages internet café operations.

 Manages 30 staff members, including wait staff, bussers and bartenders.

 Ensures total customers’ satisfaction and meeting their demands.

 Overseeing the restaurant‘s operation and responsible for the overall profitability.

 Preparing menus and supervising actual food service and preparation.

 Supervising and directing cooks, servers, bus people and ensuring cleanliness and sanitation of the establishment to conform to health codes.

 Over-seeing all bar operations including staffing, event planning, employee schedules, staff functions and responsibilities.

 Implements local and state regulations for sale and distribution of alcohol.

 Reviews and ensures compliance with legislative directives.

 Keep records of supplies inventory.

 Prepares cash floats, cash reimbursement and daily banking deposits.

 Interviews job applicants, training staff and conducting regular performance review.

 Ensures cashiers have enough cash floats/funds and checking balance at the end of the shift.

**EDUCATION**

Graduate of Bachelor of Science in Hotel and Restaurant Management

La Consolacion College – Bacolod

School Year 1996 – 1997 **COMPUTER SKILLS**

MS Word, Excel, PowerPoint, Access, Outlook and the Internet.

**SKILLS AND TRAINING CERTIFICATIONS**

 **NADIA Training Institute Abu Dhabi – Microsoft Office (MS Word, MS Excel, MS PowerPoint and MS Access.**

 **Emirates National Oil Company Training Center Dubai – Site in Charge Training.**

 **Bacolod City Philippines – Seminar in Housekeeping SC Johnson Professional.**

 **Visayan Maritime Academy – Safety of Life at Sea.**