

**DIVINA**

[**DIVINA.337752@2freemail.com**](mailto:DIVINA.337752@2freemail.com)

**OBJECTIVE**

To join an organization where I can passionately utilize my knowledge and skills in hotel and restaurant operations; to attain a high level of performance in food preparation and service, front and back office operations as well as marketing, accounting and intercultural team dynamics and other related competencies associated with my course in your good office.

**EDUCATION**

**JUNE 2002 – MARCH 26, 2006**

**ST. SCHOLASTICA’S COLLEGE MANILA**

Bachelor of Science degree in Commerce Major in Hotel and Restaurant Management

**WORK EXPERIENCE**

**FEBRUARY 2013 – PRESENT**

**The Beanery (Capitol Drive, Balanga City Bataan, Philippines)**

**MANAGER**

Ensuring that the restaurant delivers high quality food and drink and good customer service.

**Responsible for safeguarding the financial success and reputation of the company.**

* Oversees the efficient running and profitability of the restaurant and managing the employees
* Recruitment; conducts interviewing of applicants.
* Accomplishes scheduling of employees and their designations.
* Responsible in employee training and evaluation.
* Agreeing and managing budgets
* Planning menus/menu enhancements
* Ensuring compliance with hygiene, health and safety regulations
* Promoting and marketing the business
* Overseeing stock levels
* Carries out inventory and ordering of supplies/raw materials.
* Creating employee goals/Setting targets
* Handling customer enquiries and complaints
* Taking reservations
* Greeting and advising customers
* Problem Solving
* Presenting staffing/sales reports
* Assessing and improving profitability
* Making improvements by Sharing new ideas to further develop the systems and procedures of the restaurant
* Supervises cash handling of the cashiers.
* Responsible in increasing company sales by managing costs.
* Provides legendary service and well maintained ambiance to keep customers coming back to the store.
* Assist customers with their needs
* Oversees the Repair and Development of the Restaurant

MAY 9, 2011 – JANUARY 31, 2013

**Starbucks Coffee International (Rustan Coffee Corporation)**

**BARISTA**

Provides legendary customer service to all customers. Creates the Starbucks Experience by providing customers with prompt service, hand crafted quality beverages and maintaining a clean and comfortable store environment.

* Taking orders and make coffee, tea and other drinks to customer specifications.
* Operates cash register and credit card machines.
* Addresses customer complaints or queries.
* Cleans the coffee machines and preparation areas during a normal shift.
* Maintains good customer relations and speedy delivery of all beverages.

**APRIL 10, 2007 – MAY 31, 2009**

**Jollibee Foods Corporation**

**MANAGER**

Managed the floor by supervising and implementing the company standards. Took control in achieving sales and quality of products to satisfy our customers. Accomplished ordering of raw materials by assessing average daily needs and inventory of products. Managed cost for profit. Knowledgeable in HACCP (Hazard Analysis Critical Control Point).

* Operational management: organizing stocks and equipments; overseeing supplies and overseeing building maintenance; cleanliness and security.
* Financial Management: Planning and working to budgets, maximizing profits and achieving sales targets set by head office.
* People Management: Training and developing existing staff, motivating and encouraging them to achieve targets. Coordinating staff scheduling.
* Working ensures standards of hygiene are maintained and that the restaurant complies with the health and safety regulations.
* Ensuring high standards of customer service are maintained
* Implementing and instilling in their teams company policies, procedures and ethics.
* Implementing branded promotional campaigns from head office, including the handling of point of sale promotional materials, or devising own promotional campaigns.
* Preparing reports and other performance analysis documentation.
* Reporting to and attending regular meetings.
* Establishing relationships with the local community and undertaking activities that comply with the company’s corporate social responsibility programmes.

**APRIL – JUNE 2005**

**MANDARIN ORIENTAL MANILA**

**Paseo Uno Restaurant**

**KITCHEN PRACTICUMER**

Handled recruitment and staffing under Training Department Office by selecting other practicumers applying from different schools. Practiced baking and food merchandising under Paseo Uno Restaurant’s pastry kitchen, by baking different pastries and desserts at the back of the house and transfers to the service phased area to cater our desserts.

**PERSONAL INFORMATION**

Born on the 21st of June 1985 in Balanga, Bataan, Philippines. 5’5” in height weighing 170 lbs. Fluent in English and Filipino. Knowledgeable in MS OFFICE. Accustomed with food merchandising, cost control, basic accounting and catering services. Interests include cooking, baking and socializing. Able to work under pressure with minimal supervision, fast – learner, responsible and goal oriented.

Key Skills include:

* Excellent customer service
* Commercial Awareness
* Flexible
* Exceptional interpersonal skills
* Admirable Communication Skills
* Problem Solving
* Organizational skills
* Teamwork skills

REFERENCES: Available upon request.