**JOSEPHINE**

[**JOSEPHINE.338647@2freemail.com**](mailto:JOSEPHINE.338647@2freemail.com)

**CAREER OBJECTIVES:**

To obtain an employment in a well-organized company that offers a challenging role and a career growth.

**SUMMARY SKILLS:**

* A high-energy, enthusiastic and dependable individual who excels in challenging competitive environment.
* A solid work ethic in delivering high quality service to customers.
* Fast learner, quickly incorporate excellent work ethic.
* Positive interactions with individuals at all levels.
* Work independently as part of a team.
* Team player with positive, professional attitude.
* Flexible and Adaptable.
* Superb customer service skills.
* Recognize by management for efficient friendly service

**JOB EXPERIENCE:**

**RESTAURANT SHIFT IN-CHARGE**

**CARLUCCIO’S RESTAURANT AND CAFÉ (LANDMARK GROUP)**

**EASTERN MANGROVES, ABU DHABI**

**JULY 2013 - MARCH 2016**

* Anticipated customer and store needs by constantly evaluating environment and customers for cues.
* Delivered legendary customer service to all customers by acting with a customer comes first attitude and connecting with the customer.
* Executed store operations during scheduled shifts. Organized opening and closing duties as assigned.
* Followed all cash management and cash register policies and ensures proper cash management practices are followed by shift team.
* Tallied daily receipts and made bank deposits.
* Delegate and follow up with team to ensure work load is completed and ensure store is always business ready
* Communicate effectively with upper management
* Maintain an awareness of all promotions and advertisements.
* Earned management trust by serving as key holder, responsibly open and closing store.
* Resolved guest concerns and complaints in order to maintain a positive atmosphere
* Responsible for ordering and purchasing items of front of house items.
* Making daily sales report during closing procedure
* Participating in inventory and inputting all the counting in the system

**RESTAURANT SHIFT LEADER**

**APPLEBEES RESTAURANT, ABU DHABI**

**2008-2013**

* Supervised front of the house employees during shift.
* Monitored clock-in times.
* Did rounds on the floor and checked on customers.
* Trained new wait staff on menus and service standards.
* Ensured food went out to tables in a timely manner.
* Assigned daily cleaning duties.

**EDUCATION:**

BACHELOR OF SCIENCE IN ENTREPRENEURIAL MANAGEMENT

POLYTECHNIC UNIVERSITY OF THE PHILIPPINES

2001-2005

**PERSONAL** **INFORMATION:**

NATIONALITY: PHILIPPINES

AGE: 32

MARITAL STATUS: MARRIED

LANGUAGE: FILIPINO, ENGLISH

VISA STATUS: FAMILY VISA

VISA EXPIRES ON: APRIL 2019

**NOC and References are available upon request.**