

Contact HR Consultant for CV No: 340238

E-mail: [response@gulfjobseekers.com](mailto:response@gulfjobseekers.com)

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***OBJECTIVES:***  
  
“I want to succeed in a stimulating and challenging environment, building the success of the company while I experience advancement opportunities**.** And to practice excellence in the hospitality industry by putting my skills to work**”**  
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**PERSONAL BACKGROUND \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Age: 26 years old Sex: Female

Civil Status: Single Birthday: November 26, 1991

Weight: 42 kg Birthplace: El Salvador City

Height: 5’ Religion: Roman Catholic

Citizenship: Filipino

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**SKILLS**

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* Has the ability to motivate staff
* Excellent in English communication and writing skills
* A capable team player and responsible leader
* Computer literate such as Microsoft Word, Microsoft Excel, Power point
* Excellent customer service skills
* Housekeeping skills
* Waitering skills

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**EDUCATIONAL BACK GROUND**

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**ELEMENTARY:** St. Joseph Academy Year Graduated: 2003

**SECONDARY:** Alubijid National Comprehensive High School Year Graduated: 2007

**TERTIARY:** Lourdes College Year Graduated: 2011

Course: *BS Hotel and Restaurant Management*

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**TRAININGS AND SEMINARS**

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* Guest relations in the Hospitality Industry
* Adventure Tourism
* Food Handler’s seminar
* Stress Management
* Time Management
* *Participant*, National Tourism Week 2010
* Healthy Food Presentation
* BST-Basic Safety Training (SOLAS)
* TESDA NCII Housekeeping-Passer
* National Certificate, Housekeeping February 16, 2011
* HRM day Organizing Committee February 23, 2010
* *Certificate* Kumbira 2010 4th Culinary and Live August 20, 2010

Competitions Salad and Sandwiches Categories

* 1st place Awardee, Bar set-up Display February 18, 2009

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**WORK EXPERIENCES**

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***Product Quality Controller / Dining Captain Waitress / Food server / Delivery Coordinator / Cashier***

Shakey's February 10, 2013 – Present

Gateway Park C.M Recto Lapasan, Cagayan de Oro Philippines

***Product Quality Controller***

***Restaurant Captain*** (SEALS – Service Enhance and Leadership Support)

July 13, 2015 – Present

Duties and Responsibilities:

* To oversee the dining operation
* Conduct station training based on the trainers checklist
* Ensure that trainees perform according to Shakey’s operation standards
* Evaluates all trainees objectively and systematically based on the station performance evaluation
* Gives periodic and immediate feedback to all trainees

***Food Server*** – February 10, 2013 – Present

* Greets and welcomes guests who enter the restaurant in a sincere, warm and spontaneous way.
* Leads the guest to their table.
* Takes the orders of guest in the dining area and those with carry-out orders.
* Delivers the guest orders
* Anticipates guests needs in the dining area. Monitors assigned tables and the corresponding guest seated in it.
* Prepare stocks needed in the dining area.
* Does standard table settings.
* Buss out dining tables.
* Maintains cleanliness of the dining area fixtures, furniture’s and restrooms.
* Greets and invites leaving guest for a return visit.
* Does other tasks that may be assigned by the immediate superiors.

***Delivery Coordinator*** – October 30, 2013 – Present

* Receives delivery orders through the call center or phone in calls.
* Processes delivery orders.
* Dispatches delivery orders.
* Receives payment from riders and endorse it to the cashier.
* Does delivery call back.
* Maintain cleanliness of the delivery area.
* Does other tasks that may be assigned by the immediate superior.

***Cashier*** – October 30, 2013 – Present

* Counts change fund and keeps money inside the till safe and secure.
* Process dine-in transaction by punching accurate orders of guest on the POS system. Does swift transaction of guest billing out.
* Process carry- out transaction by consistently following the standard service steps.
* Process delivery transaction in the absence of delivery coordinator.
* Accomplish cashier's report / forms concerning money and transaction for the day.
* Performs other tasks that may be assigned by management.

***Waitress***  
The Latin Quarter July 2011- July 2012  
Corner 178 – 19 St. Phnom Penh, Cambodia  
  
Duties and Responsibilities:

* Providing excellent customer service.
* Greeting patrons once they are seated.
* Presenting menus to customers.
* Explaining menu items to customers.
* Taking food and drink orders.
* Up-selling additional food and beverage products to patrons.
* Communicating customer orders to kitchen staff.
* Sharing information with customers about the status of their orders.
* Finding out if customers need additional items.
* Removing empty plates, used silverware, and soiled napkins from tables.
* Determining when customers have completed the meal.
* Delivering check to customers.
* Accepting payment for the meal.

***Service Crew*** (On-the-Job Trainee)  
SUBWAY (fresh sandwiches) March - June 2010  
Pittsburgh, Pennsylvania USA  
  
Duties and Responsibilities:

* Kitchen operation and learned the different methods of food operation.
* Takes food orders, prepares the food, completes transactions, as well as clean and stock the work area.
* Maintains sanitation, health, and safety standards within the work areas.