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 **GILBERT**

**Deira, Dubai, United Arab Emirates**

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**OBJECTIVES:**

To obtain a challenging career in a dynamic environment that allows me to nurture my professional growth, utilize my inherent strength, acquired skills, and capabilities to the maximum, and where my desires and drive to succeed will contribute to the organizations growth profitability.

**EDUCATION:**

**Degree of Bachelor in Science in Business Administration**

Major in Marketing – 1989 – 1993

University of the East, Philippines

**EMPLOYMENT HISTORY:**

**July 01,2013 – Dec. 04,2016 Supervisor**

**PH7 Catering Services Sheikh Zayed Road, Dubai**

**Duties & Responsibilities:**

* Responsible for the day to day running of allocated sections.
* Providing support for the management.
* Monitoring and reducing wastage.
* Cash handling
* To ensure correct cash handling procedures.
* To cash up at the end of the day, reporting any discrepancies to your line manager.
* To ensure all staffs are wearing the correct uniforms and these are of a good condition.
* To abide by all health and safety and food safety regulations.
* To monitor and report back to your line manager any issues relating to staff, food safety and health and safety.
* To follow company's policy and enforce it.
* To ensure that the section you are responsible for is maintained. Including correct rotation of stock, staff levels monitored, and all paperwork involved in the safe running of your section is completed.
* To ensure that all documentation concerning food safety and health and safety is up to date and monitored.
* To be fully aware of all facilities, exhibits and special events that are ongoing or taking place within the company.
* To maintain a professional standard of time keeping as required by the needs of the business.
* To ensure all equipment within your use is kept in good working order, it is well maintained and ensuring its safe return after use.

**May 2009 – May 15, 2013 Café Supervisor cum Liaison Officer**

**Lina’s Café Dubai Media City**

MAIN TASKS & RESPONSIBILITIES

1. DAILY MANAGEMENT OF THE CAFE

**Paid staff and volunteers**:

* Co-ordinate paid staff and volunteers to ensure that the cafe is adequately staffed
* Provide training, supervision and support to paid staff and volunteers
* Ensure paid staff and volunteers are working to achieve agreed personal development plans

**Customer service:**

* Ensure a professional level of customer service is delivered by all cafe staff at all times
* Prepare hot and cold meals and drinks to order in a timely manner and to a high standard

**Health and Safety:**

* Ensure that the kitchen and front of store areas are cleaned before and after service, and throughout the day
* Ensure compliance with health and safety procedures for handover to other café staff
* Operate within the guidelines set out by Dubai Municipality health and safety policies, procedures and safe working practices.
* Be responsible for the health and safety of employees and customers

**Food Management:**

* Ensure that all foods are prepared, cooked and stored in compliance with food hygiene and health and safety legislation
* Monitor and record relevant steps and activities of food preparation and hot and cold storage to ensure food is safe for consumption using the Safer Food Better Business guidelines
* Organise and manage the purchasing of café supplies to enable the cafe to meet the needs of its customers by:
* Undertaking daily stock-takes
* Providing weekly sales and purchasing figures to the General Manager
* Putting a supply system in place to ensure stock control and efficient stock management

**Marketing and Promotion**

* Increase turnover in order to create a viable and self-sustaining business
* Increase customer numbers by marketing and promoting the café
* Increase the appeal of the cafe to the wider community and build community relationships
* Contribute to the on-going development of the café and the promotion of healthy eating/lifestyles
* Act as a middle man between the company and government agencies
* Process residence visa for café staff and trade licenses
* Monitoring and processing vehicle registration in a regular basis.

**August 2007 – April 2009 Sales Executive**

**Bassam International Mall of the Emirates, Dubai**

B2B Services: Office Equipment, Furnishing, Fitting *(*Sales activities and communication with middle-size companies, key accounting, after-sale activities)

* Assist Manager with tasks including ordering stock from the warehouse, training new staff members, working out weekly rosters, merchandising new season stock, banking, resolving staff conflicts, theft prevention and was in charge of store when the manager was not on duty
* Increased sales with excellent customer service levels and developed good relationships with regular customers
* Assisted with the PR for the store by facilitating stylists needs and requests for magazine features
* Processed Internet sales and ensured delivery

**February 2005 – January 2007 SALES EXECUTIVE**

 **Mediacom Intl. L.L.C. Bur Dubai U.A.E**

**Sales Commodity:**Karaoke products, karaoke accessories and satellite products

* Supervise in distributions of products
* Process and manage orders through invoicing, providing invoices and documentation to meet clients requirements
* Recommending sales promotional schemes to the company
* Create, maintain, and provide effective accurate and timely sales forecast and funnel information
* Evaluating the financial potential of market and fixing time bound targets for various customers
* Stock management
* Enhance the sales

**June 1995 – September 2002 SALESMAN**

**Swift Foods Incorporation Pasig City Philippines**

**Sales Commodity:** Processed and canned meat products, poultry products, and commercial feeds

* Deliver the products in the assigned territory outlets and achieve monthly set targets
* Effectively handles the distribution and merchandising within the assigned territory
* Ensures POS materials are well placed and get maximum coverage and provide the supervisor with weekly sales reports
* Ensures the products stored in the van are in good condition and must delivered to the outlets on time

**SKILLS:**

Driving / MS Office Package / Strong Analytical Skills / Negotiation Skills / Problem - solving

**LANGUAGE SPOKEN:**

Tagalog – Mother Tongue

English - Second Language

**PERSONAL PROFILE:**

Nationality : Filipino

Birthdate : October 19, 1972

Religion : Christian

Status : Married

Visa Status : Visit Visa