** JOHN**

[**John.351262@2freemail.com**](mailto:John.351262@2freemail.com)

**OBJECTIVE:**

To have a career in a company where I would be able to maximize my potential, knowledge, accept organizational challenge. Explore new skill that will contribute to the company’s growth while mutually improving my career as well and prove to be an asset functioning effectively

**EDUCATIONAL BACKGROUND:**

**Bachelor of Science in Hotel and Restaurant Management**

Tarlac State University

APRIL 2015

**WORK EXPERIENCES**

|  |  |
| --- | --- |
| ***BARISTA***  ***STARBUCKS (Philippines)***  (January 2016-February 2017) | **Duties and Responsibilities:**   * Communicate with customers, note their preferences and take feedback * Perform cashiering and inventory management tasks * Greet customers as they arrive at the Starbucks outlet and inquire into their orders  Provide customers with information on popular coffee blends * Brew coffee per instructions while ensuring that each brew conforms to the standards set by Starbucks * Ensure that Starbucks merchandising and signing standards are followed appropriately |
| ***SERVER/DOUGH MASTER/ CASHIER***  **PIZZA HUT (PHILIPPINES)**  (June 2015-November 2015) | * Greet customers, take orders, assemble orders and receive payments * Backing up other team members during weekends and holidays * Prepare all raw materials required for cooking such   as cutting all vegetables and preparing dough.   * Provide initial training to new team members * Maintain neat eating and serving areas |
| ***Customer Service Assistant cum Cashiering***  **-Maxs Restaurant Philippines**  (October 2014-March 2015) | * Handle cash transactions with customers * Resolve customer complaints, guide them and provide relevant information * Pleasantly deal with customers to ensure satisfaction * Taking payments by cash, cheque or credit card. * Booking and processing reservation |

**SKILLS AND KNOWLEDGE:**

* Excellent communication and guest/employee relations skills.
* Excellent proactive attitude to work.
* Proven track record in delivering quality dining service.

• Excellent communication and customer service skills  
• Friendly mannerism  
• Ability to work efficiently without supervision

* Great ability to promote excellent quality, customer service and cleanliness

**AWARDS AND RECOGNITIONS:**

**ACTUAL SHIPBOARDTRAINING**

Conducted from April 4 to 6, 2014

Onboard M/V ST. LEO THE GREAT, Philippines

**Best Top Grossing in Sales**

Given this 23rd day of April, 2014

Tarlac State University main AVR, Tarlac City, Philippines

**Best Group for Shipboard Apprentice Experience**

Given this 23rd day of April, 2014

Tarlac State University main AVR, Tarlac City, Philippines

**SEMINAR AND TRAINING EXPERIENCE:**

**Front Office** cum **Receptionist**  
Central Park Hotel Philippines

**Server cum Cook**

Max’s Restaurant Tarlac City, Philippines

**OCEANLINK INSTITUTE, INC.**

**ACTUAL SHIPBOARD TRAINING**

Conducted from April 4 to 6, 2014

Onboard M/V ST. LEO THE GREAT, Philippines

**HOTEL FAMILIARIZATION AND OVERVIEW OF HOTELS OPERATIONS**

Given this 30th day of January 2012

Hotel Supreme, Baguio City, Philippines

**PERSONAL INFORMATION**

**Age:** 23 years of age

**Birthday** : September 30,1993

**Height** : 5’7

**Language**: Fluent in English and Basic Chinese

*I hereby certify that the above information is true and correct to the best of my knowledge and belief.*

Dear HR Manager,

A successful consultative person has the ability to develop and nurture long – term relationships. My success in this area is well documented. My customers will tell you I am efficient and organized; a helpful person with a superior follow – through; and excellent at building rapport and fostering mutually beneficial relationships. My supervisors look at the bottom line and acknowledge my overall contributions to the company.

Although my enclosed resume is practical in nature, it cannot convey the full level of my eagerness to undertake new challenges. I would like to continue my successful growth in the field and enthusiasm in all my endeavors.

I know I will make a positive contribution to your company, and look forward to discussing my capabilities in more detail. I am available for an interview at your convenience. I know you are busy, and have many applications to review, so please let me know if you wish to further discuss your requirements and my ability to meet them. Thank you for your time and consideration.