Danny

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**Professional Objective**

To be a part of organization where my strength and abilities are utilized to the maximum, where I am given the opportunity to use my skills and experience in achieving the goals and the set standards of the organization.

**Work Experience**

* Presently working as Assistant Restaurant Manager in Le’ten Restaurant Modern Asian Dining under Prime Hospitality and Ghobash Group from December 2015 till date.

Responsibilities:

* Support the Restaurant Manager to prepare the F&B Marketing Plan.
* Provide constant coaching, counseling and discipline to ensure their capability to meet the needs of the customers.
* Monitor customer satisfaction and respond to customer feedback and complaints.
* Contribute to the implementation of the marketing activities and to achieve the desired result.
* Train all staff in suggestive and up-selling techniques to assist in achieving maximize profitability.
* Develop and update food and beverage knowledge of all staff on regular basis.
* Worked as Team Leader in Burj Al Arab Hotel for Al Iwan restaurant from November 2011 till December 2015 this is the only Arabic restaurant in the hotel, having 110 maximum covers.

Serves Arabic and International Cuisines.

Responsibilities:

* Monitor effectiveness of workflow and sequence of service during service periods and provides hands on support as and when required.
* Monitor guest satisfaction and respond to customer feedback and complaints.
* Maintain effective use of database of guest details or history and other strategies that assist guest recognition.
* Conduct performance evaluation of colleagues, training colleagues, guidance and coaching.
* Develop and update knowledge of all colleagues on regular basis
* Monitor breakage of chinaware and glassware and implement strategies to reduce where possible.
* Knowledge of POS system, billing procedures and settling checks and obtaining report.
* Worked as Waiter in Burj Al Arab Hotel for Al Iwan restaurant from November 2007 to October 2011 this is the only Arabic restaurant in the hotel, having 110 maximum covers.

Serves Arabic and International Cuisines.

 Responsibilities:

* To personally get involved in all sections of hand over to the incoming shift.
* To act as final check on the quality of food and drinks before they are served to our guest.
* To assist superiors in maintaining standards by communicating any related issues at work.
* To ensure that all shelves are being maintained for appropriate par stock levels of mis-en-place during the shift.
* Participate and execution of inventories.
* Escalate customer issues and concerns immediately to the restaurant manager.
* Assist clients in menu decisions.
* Provide consistent, prompt and friendly service.
* Maintain cleanliness in dining area
* Participate in monthly staff meeting and training sessions.
* Worked as Waiter in Baguio Country Club Hotel for The Veranda a la carte restaurant from September 2007 to November 2007

Responsibilities:

* Responsible for restaurant actual set up.
* Take and serve orders from the guest.
* Serve the specialty dishes at table as required.
* Checked the guest to ensure that they are enjoying their meal.
* Worked as Waiter/Cashier in Emirates Academy of Hospitality Management from September 2003 to July 2007

Responsibilities:

* Welcoming the customers with proper verbiage and taking their food orders politely.
* Transferring the food orders to the kitchen for getting it prepared.
* Monitoring consistently the food and service quality.
* Tallying the orders and collected cash at the end of the day.
* Generating and forwarding the periodic cash reports to the higher management.

**Professional Skills**

* Epicure reservation.
* Making requisitions from adaco.
* Proficiency in Microsoft office ’07 and ’10.
* Knowledge of info genesis and micros operation.
* Cashiering cash and credit settlement.
* Bar inventory and reconciliation.

**Trainings**

* Group Train the Trainer (Burj Al Arab)
* Food Hygiene and safety HACCP (Burj Al Arab)
* Wine and Spirit Education Trust WSET 1 (African Eastern)
* Task Train the Trainer (Burj Al Arab)

**Qualifications**

* Great ability to communicate.
* Unparalleled guest relation skills especially creating special touches and resolving guest concerns.
* Self motivated attention to detail with excellent organizational skills.
* Able to work independently.
* Able to make difficult decision in stressful situation.
* Ability to manage immediate change as needed.
* Perform other duties and responsibilities.

**Personal Details**

Date of Birth: January 10, 1982

Place of Birth: Baguio City Philippines

Nationality: Filipino

Marital status: Married

Language Spoken: English and Tagalog