

**Jocelyn**

**Jocelyn.364131@2freemail.com**

**Objectives:**

To work for a growing, professional organization where I can use of my abilities, education and confidence according to my exposure and experience enhance my skills and at the same time to contribute improvements to the company’s profile.

**Employment Records:**

**Restaurant Supervisor**

**Pink Berry Al Wahda Mall Abu Dhabi**

April 1, 2014 – December 11, 2015

**Restaurant Supervisor**

**Pink berry (Casual Dining Restaurant)**

Al Shaya Company The Dubai Mall

Dec.10, 2011 – March 30, 2014

* Carrying out Food & Beverage hygiene regulations according to company standard
* Conducting regular training according to the Company training manual and to correct any faults on a constant basis.
* To make requisitions, obtaining authorization and ensure correct delivery of items needed to the outlet.
* Responsible for assigned shift, assisting in overall management.
* Assist in overall supervision of the department and examine food preparation.
* Communicate with guests and receive feedback.
* Observe, teach, and correct staff’s service.
* Examine food preparation.
* Handle guest comments and complaints
* Monitor timing of guest experience and ensure guest satisfaction.

**Restaurant Supervisor**

**RUBY TUESDAY (High Quality Casual Dining)**

Bin Hendi Enterprises Jumeirah Beach Residence

April 2008-April 2009

**Restaurant Supervisor**

**INFERNO GRILL/SECOND CUP CAFE (International Grill Restaurant/Cafe)**

Bin Hendi Enterprises Dubai Marina Yatch Club

May 2010-October 2011

* Providing memorable dining experience to all guest by orchestrating seating and greeting, solving guest complaints over telephone and grievances, queries and staff issue.
* Supervise all the staff for their everyday work activity guiding and helping them to achieve the Target Sales.
* Coordinate and Report with the superior such as staff issues and operational issues, and take initiative in absence of superior.
* Responsible in all weekly and monthly reports to be send to the Head Office like payroll attendance, maintenance issue, inventories of Food and Non Food stocks and Assets of restaurant.

**Cashier/Waitress/Cum Call Center Operator**

**PIZZA HUT KUWAIT FOOD COMPANY (AMERICANA)**

Khalifa, Abu-Dhabi UAE

June 2004-March 2007

* Responsible for the opening and closing of the Cash.
* Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
* Responsible for cash drawer, knowledge of concepts of services.
* Keep periodic balance sheets of amounts and numbers of transactions
* Calculate total payments received during a time period, and reconcile this with total sales. At the end of the shift prepare daily cash summary report for submission to the account.
* Do up selling and suggestive selling to the customer.

**Training Attended:**

**Basic Food Hygiene- Certified by the UAE Municipality**

**Person In Charge Training- Certified by the UAE Municipality**

**EDUCATIONAL ATTAINMENT**

Bachelor of Science in Secondary Education

Major In English

Tayabas Western Academy

1998-2002

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