

**GERALD**

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***OBJECTIVES***

To obtain a position that will develop my skills and acquire more contemporary knowledge to be competitively prepared to deal with my respective workplace.

***EDUCATIONAL BACKGROUND***

**Graduate of**

**2010-2013 BS hotel and restaurant management**

Saint Clare College of Caloocan

**2008-2009 BS Business Administration**

**Major in Human resource management**

University of Rizal system

**2004-2008 High School Diploma**

Justice Cecilla Muñoz Palma High School

Molave St. Payatas Quezon City

***WORK EXPERIENCE***

**November 19, 2014-January 08,2017 Service Expert / Restaurant Supervisor**

**Dairy Queen Restaurant/ Al Safwa Food**

Riyadh City, Kingdom of Saudi Arabia

**Functions:**

* Complete daily inventory count.
* Performs Cashiering, generate bills and answer guest queries about deal offers and service time.
* On the floor supervising peak period, monitor product flow, product quality, food safety practices, customer flow and product quality.
* Answer telephone calls.
* Review and record waste and complete monthly annual maintenance items.
* Train newly hired staff.

**April 23, 2013- January 24, 2014 Customer Service assistant/Admin**

**SM Supermalls,**

Mall of Asia complex , Pasay City Philippines

**Functions:**

* Provides excellent customer service.
* Receives calls from clients /Suppliers/ partners/ and transfer to appropriate department person.
* Takes down messages and relay to appropriate department/ person.
* Assists tenants and customers with their queries/concerns.

***TRAININGS***

**December 20 2014 Dairy Queen Restaurant/ Al Safwa Food**

Service crew training

Riyadh City, Kingdom of Saudi Arabia

**December 10 2014 Dairy Queen Restaurant/ Al Safwa Food**

Chill crew training

Riyadh City, Kingdom of Saudi Arabia

**November 30 2014 Dairy Queen Restaurant/ Al Safwa Food**

Grill crew training

Riyadh City, Kingdom of Saudi Arabia

**September 24-December 02 2012 on the job training-**

**Traders Hotel Manila**

**Housekeeping Department**

**Bakeshop/pastry kitchen**

Roxas boulevard,Manila

***CERTIFICATION AND SEMINARS***

**August 02 2010 Trends in the culinary industry**

**Taal Vista Hotel**

Tagaytay City, Philippines

**December 09 2010 Actual shipboard Familiarization**

**M/S Saint Joseph the worker**

Pier 2, Manila, Philippines

**March 04 2011 Career path development-Sea based Hospitaliy**

**Industry and Safety of life at sea**

**ZRC training center Phils, Inc.**

Ermita Manila, Philippines

**August 05 2011 Comparative study of different hotels**

**Subic bay Metropolitan authority**

Subic bay freeport zone, Philippines

***SKILLS***

* Computer literate
* Multitasking and Team working skills
* Forward planning, strategy and decision making