**ADRIAN**

**ADRIAN.367668@2freemail.com**

Experiences:

Receptionist 01st March 2012 to 30th April 2014

 Airport Hotel, Abu Dhabi Hospitality Company, Abu Dhabi international Airport

* + - * Greet guests, customers and visitors.
			* Receive, screen and transfer calls from designated telephone in a courteous and professional manner.
			* Doing room reservations and answering e-mails.
			* Perform other clerical receptionist duties such as filing, photocopying and faxing.
			* Maintain safe and clean reception area by complying with procedures, rules and regulations.
			* Managing all Front Office supplies.
			* Any other duties as may be reasonably requested by the management team.
			* Cashiering work and credit checks.
			* Promote and maintain the organizations standard internally and externally.
			* Night auditing task.

Captain/Supervisor 01st March 2010 to 29th February 2012

Etihad First and Business Class Lounge, Abu Dhabi Hospitality Company Abu Dhabi International Airport

* + - * Responsible for every shift briefing of the team to discuss the objective to accomplish and maintain in the said shift. Acknowledge the team or individuals for positive feedback and remind or advice the team and individuals for improvement.
			* Prepares daily assignments of personnel based on the volume of business.
			* Prepare requisitions of the outlet seeing to it that par stocks are maintained. To make sure adequate stocks of food & beverage in storeroom is maintained and initiates necessary requisitions and approved transfer forms inter department and ensure that it is documented properly.
			* Responsible for staff presentation and grooming.
			* To make sure that the communication between kitchen team and wait team are in harmony and in-sync.
			* Supervises and coordinates activities of all personnel assigned to the location.
			* Ensures that food areas and lounges must be clean and tidy at all time.
			* Monitor the food temperatures and is on standard.
			* Fridges and cold storages are all in working condition.
			* Brief the next shift for any important hand-over and issues to be tackle and settle.
			* To assist, communicate and cooperate with the Lounge Manager.

Captain/Supevisor 01st January 2008 to 28th February 2010

 Oasis Café, Abu Dhabi National Hotel, Abu Dhabi International Airport

* + - * Responsible to maintain high standards of Food and Beverage services to guests.
			* Is efficient and polite in dealing with situation involving any aspect of Food and Beverage service, where reputation or image of the organization is represented.
			* Participate in regular meetings and briefings, as may be scheduled.
			* Report any maintenance to immediate superior.
			* Report for duty punctually, maintaining a high standard of personal grooming and hygiene, correct uniform and name tag at all time.
			* Assist in welcoming guests.
			* To ensure that the Cash machine is in full implementation.
			* To monitor and ensure that the daily revenue is deposited and summarized properly according to the guidelines set by the Accounts Department.

Waiter 24th October 2000 to 31st December 2007

 Coffee Shop, Abu Dhabi National Hotels, Al Ain International Airport

* + - * Responsible for serving Food & Beverage to guests according to service procedures. Provide personalized, courteous and friendly service that exceed expectations. Must be familiar of both food and beverage.
			* Carry plates, glasses and cutleries in a way set by the hotel management.
			* Know all dishes served in all outlets, can discuss the menu, know daily specials and promotions, knows beverages including wine service and has knowledge and training for cocktail service.
			* Keep serving station tidy at all times.
			* Always has a kind, pleasant and helpful attitude, exceeds expectation of the guests, always smile.
			* Uses up-selling techniques under guidance from Supervisors.

Production Controller June 1995 to December 1996

 SM Megamall 1, Edsa Central 1 & San Joaquin,

Jollibee Food Corporation, Mandaluyong City, Philippines

* + - * In-charge of daily orders and do product forecasting.
			* In-charge of daily checking of products shelf-life to minimize product wastages.
			* Attending daily briefing about the sales target and projection, promotional items.
			* Ensure the quality of food being serve is in standard.
			* Do kitchen reliever on all stations like fry, grill, pantry and soda station.
			* Responsible for pantry products standard portion, garnish.
			* Maintaining the kitchen area clean and well organized and service areas and storages.
			* Responsible for monitoring shelf-life and expiration date of all the items and products.
			* Do inventory on all items when closing shifts.

Educational Background:

Bachelor of Business Administration in Marketing (B. B. A.) June 1995 to May 1999

Polytechnic University of the Philippines

Secondary Education June 1991 to April 1995

Pateros Municipal High School

Primary Education June 1985 to April 1991

East Rembo Elementary School

Certifications/Seminars:

* The Diversification of the Middle East (Dubai) (Institute of Trading and Portfolio Management 2016)
* Trading the Truth – Dubai (Institute of Trading and Portfolio Management 2016)
* Heart savers First Aid with CPR and AED (2014)
* Influencing & Negotiation Skills Level 1 (2013)
* Customer Excellence over the Telephone (2013)
* Handling Difficult Customers (2012)
* Customer Service Energizer (2012)
* Foundations of Supervising Training Programme (2007)
* Training Development Programme – Team Building (2006)
* Foundation Certificate in Food Hygiene (2003)
* Food Hygiene Options Certificate (2003)
* Customer Service Excellence (2001)

Skills:

* POS/Micros
* ERP
* Opera PMS
* Strong Computer Proficiency (MS Office)
* Excellent Customer Service
* Basic Networking
* Photoshop