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### **Rosalinda**

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# **Objective**

To affiliate with a progressive organization that will utilize my experience, enhance my knowledge, skills and capabilities acquired to the fullest potential. To be part of a company that values career growth and continuous improvement of its personnel.

#### **Professional Profile**

An accomplished Senior Catering Manager with 19 years of experience in the field of Catering, Hospitality, Schools Institutions Dubai, U.A.E.

Highly self-motivated and responsible individual with the ability to easily transcend cultural differences. Flexible and can perform multi tasks by establishing priorities, planning ahead and anticipating potential issues in order to meet client expectations and satisfaction.

* **Work Experience**

**Intercat Hospitality L.L.C**

INTERCAT a well-known Catering Company in Dubai having ISO 22000 & HACCP Certificateslocated in Jebel Ali Free Zone – with a huge kitchen & facilities for producing daily meals Institutions, Corporates, and Five Star Hotel Staff Cafeterias and Event Catering.

**Senior Catering Manager – Reporting to Senior Director of Operations**

**May 2010 to Present**

Responsible for running the day to day catering operations services in hotels canteens such as, ***Hilton Dubai Jumeirah, Hilton Dubai The Walk, Hilton Dubai Creek, Al Salam Suites, Sheraton Hotel MOE, Hilton Garden Inn Hotel, Four Points Hotel by Sheraton SheikhZayed, Four Points Hotel by Sheraton Downtown, Pullman Hotel DCC,Dubai golf Creek, Emirates Golf Club, Dubai golf Club Residences, National Cable Industry, Greenwood International School***

* Responsible for planning, administering and supervising an organizations catering operations and services
* Plan menus in consultation with chefs
* Ensure health and safety regulations are strictly observed
* Monitoring the quality of the product and service provided
* Respond to clients’ complaints and resolve operational issues
* Manage catering staffs for successful execution of catering events
* Oversee food preparation, transportation and set up activities
* Maintain stock levels and ordering new supplies as required
* Oversee the management of facilities
* Plan new promotions and initiatives, and contributing to business development
* Perform staff management, training and scheduling
* Maintain active involvement in cost control
* Assist in developing budget and financial plan for catering department
* Maintain transparent communication approximately communicate organization information through department meetings, one on one meetings, appropriate email and regular interpersonal communication
* Lead employees using a performance management and development process that provides an overall context and framework to encourage employee contribution and includes goal setting, feedback, and performance development planning
* Provide effective performance feedback though employee recognition, rewards and disciplinary action with the assistance of Human Resources, when necessary

**Catering Manager – Reporting toOperations Manager**

**2007 to 2010**

* Develop and maintain client relationship by pro-actively providing customer service excellence,
* Assists catering manager to achieve all targets
* Ensure high standard of cleanliness of catering outlets are maintained
* Ensure excellent standard of site, staff and personal presentation at all times
* Ensure strict control including wastage, stock taking and ordering
* Assists with familiarization training of new employees
* Ordering supplies
* Hiring, training, supervising and motivating permanent and temporary staff
* Ensure adherence to legal rules and guidelines

**Catering Supervisor – Reporting toOperations Manager**

**School Institutions2001 to April 2007;** American University Dubai, Al Ittihad Private School, The English College, Al Khaleej National School, Greenfield Community School

* Supervise, train and motivate staffs in all aspect of customer satisfaction
* Implement and ensure compliance of standard operating procedure in day to day activities
* Ensure correct cash handling procedures
* Ensure all staffs are wearing proper uniforms and in good condition
* Monitor and report back to catering manager any issues relating to staffs, food and health safety
* Ensure that all documentation concerning food safety and health safety is up to date
* Ensure that all sections are well maintained including correct rotation of stocks
* Ensure that all equipment is kept in good and working condition

###### **Certification**

* Basic Food Hygiene Certificate from Johnson Diversey
* HACCP Awareness Certificate from MRS Training Services
* First Aid Fire Fighting Training Certificate from Trakhees(Government of Dubai)
* **Driving License**
* No.3 (LMN) / License No.: 803417 issued in Dubai Issued on 12/10/2004 valid till 16/08/2024
* **Skills and Attributes**
* Communication
* Ability to work under pressure
* Highly motivated and has strong leadership
* Loyal ,Honest and Flexible
* Friendly with an upbeat attitude

#### **EDUCATIONAL BACKGROUND**

Elementary School : Timoteo Elementary School

High School : Arellano University

College : Perpetual Help College of Rizal

Computer Skill : Diploma in Desktop Management

 MS-Office

### **PERSONAL DETAILS**

Nationality : Filipino

Date of Birth : 29th September 1971

Gender : Female

Marital Status : Married