JEROME

**CONTACTS**

Jerome.383315@2freemail.com

**Al Quos 1, Dubai UAE.**

**VISA STATUS**

Tourist visa valid until

**SKILLS**

Excellent customer services skills, Ability to establish report quickly and gain trust of potential clients. Strong track record of customer services satisfaction, Personality and Work Ethics Computer literate. Folio plus Hotel Software, Resto Plus-basic User Training. Customer Mania (Customer Service Workshop). Professional Restaurant & Table Service Skills. Basic Fire Safety Awareness and Firefighting Seminar. First Aid Seminar. Team player and adaptable with positive attitude. Willing to undertake challenges Happy ☺ and hardworking. ☺

**OBJECTIVE**

My primary objective as a Head Waiter is to ensure prompt and courteous service to the customers and make them feel special and important. I can fulfill this by seeing to it that every customer’s needs and requests are attended. I will conceptualize strategies and techniques to speed up order time and avoid long queues. I will also introduce practical, yet effective steps in order taking to avoid mistakes and duplicities. Moreover, I will see to it that the surrounding is clean and that proper hygiene and sanitation is observed at all times in compliance to governmental rules and regulations.

**EDUCATION**

April 2007 – Associate in Hotel and Restaurant Management

Mar 2009 University of Cebu, Cebu City Main Campus. Philippines.

 GPA: 2.50 College Diplomas.

**WORK HISTORY**

**Oct 2015 – Head Waiter (Promoted from Waiter)**

**Oct 2017** **The Pancake House Restaurant**, Riyadh, Saudi Arabia.

* Substantial experience in supervising works of all waiters and maintain quality of working in restaurant. Evaluated performance of all waiters and prepared reports for management. Communicated with guests on regular basis and ensured that they are satisfied. Participated in planning, preparing, cooking, and serving meals when a cook was not available. Served all food and beverage as per restaurant standards and within the required time. Provided all customers efficient service at all times and cooperated with staff members for same. Profound knowledge of various Microsoft Office programs. Ability to maintain optimal standard of service at all times. Provided quality training as per the required service standards. Ability to assist restaurant manager in everyday working of restaurant. Familiarity of various health and safety regulations.

**Dec 2012 – Services Crew**

**Dec 2014** **Pizza Hut**, Tabuk, Saudi Arabia.

* Pizza Hut team members serve customers and prepare food in the kitchen. Customer service duties include taking orders, answering questions, suggest/add selling and ringing out customers on the cash register. Kitchen duties include preparing dough, portioning toppings, and cooking pizzas. All team members must maintain a clean work environment.

**Feb 2009 – Banquet Captain Waiter (promoted from Food Attendant)**

**Mar 2012** **ALPA City Suites**, Mandaue, Cebu City. Philippines.

* Oversaw all functions in multiple banquet and dining room facilities. Maintained contact with kitchen staff, management, serving staff, and customers. Trained new employees by providing knowledge of specific standards and polices. Monitored food distribution, ensured meals were delivered to the correct recipients and that guidelines for special diets were followed. Managed food delivery for 300+ guests for especial events.