

**Melvin**

Visa Type: Tourist

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**Relevant Employment History**

**June 2018 – February 2020**

**Restaurant In - charge Supervisor – F&B (Pre-Opening Team)**

Doha

* As part of pre – opening team; making and conducting training to the team as departmental training conductor.
* Evaluating each team member regarding on their product knowledge and skills.
* Contacting a supplier and taking samples for the outlets
* Receiving items and equipment’s for the hotel and outlets.
* Planning the promotions and menu design selection
* Competitors check within the area

Le Colonial - Ala Carte Breakfast Room Restaurant and Sofra - Arabic Ala Carte Signature Restaurant

* Perform all necessary task to service food and beverage according to Standard of Performance of the Hotel
* To manage the outlet according to the established concept statements and provide a courteous and efficient service at all times.
* Act according to the complaint handling standards and procedures.
* Ensure accurate cost charges for proper budget.
* To ensure that all operating standards are adhered to in order to achieve the level of service established in the Departmental Operations Manual.
* To assign responsibilities to subordinates and to check their performance periodically.
* To ensure that the par stocks for all operating equipment and supplies are strictly adhered to and that the outlet is adequately equipped.
* Direct and supervise the service team to ensure that all duties are performed as per standard
* To assist in conducting monthly inventory checks on all operating equipment and supplies.
* To attend Daily Operations Meeting.
* To conduct daily pre shift briefings to employees on preparation, service and menu.
* To establish a rapport with guests maintaining good customer relationship.
* To ensure that the outlet cashiering procedures are strictly adhered to.
* To assist in the revision and updating of the outlet Departmental Operations Manual on an as needed basis.
* Supervising and monitoring the team members performance
* Consistently monitor quality of the food and beverage being serve
* To assist in planning and organizing festive food promotions with other outlet managers.
* Ensuring the maintenance of the Daily Log Book.
* To prepare the outlet weekly roster and work schedules to ensure that the outlet is adequately staffed to handle the level of business.
* Proficiency in using computer software to monitor inventory, track staff schedules and pay, and perform other record keeping tasks.
* To submit all guest/employee incident reports.
* Coaches team on how to exceed Guest expectations.
* To maintain a good rapport and working relationship with employees in the outlet and all other department.
* Has effectively forecasted restaurant needs.
* To undertake any reasonable tasks as assigned by the F&B Department.
* Providing training of employees ensuring that they have the necessary skills.
* To ensure roster are posted and timesheets submitted on time for the payroll.
* To conduct employee yearly appraisal when required.
* To identify and develop young talents within the organization for future potential growth within the group.

**July 2015 – July 2017**

**Captain Server – F&B (Pre-Opening Team)**

**City Centre Rotana Doha**

* Perform all necessary task to service food and beverage according to Standard of Performance of the Hotel
* Assists in developing and directing team to provide consistent, high quality service
* Has completed the training regarding on food hygiene, and HACCP
* Worked with all sections of food and beverage department like banquet, All day-dining Restaurant, In-room dining, Bar and Signature Fine-dining Restaurant

Teatro – Signature Fine-dining Restaurant

* Has completed all the training required for the restaurant e.g. Product Knowledge regarding on the menu that we are serving Japanese, Thai, Chinese, Indian and International (western) Cuisine
* Has completed all the trainings regarding on beverage e.g. signature cocktails, Spirit infusions, whiskeys, and huge selection of wines
* Providing a prompt and professional service to colleagues and guests and do so with pride
* Ensuring that service is always delivered to a five-star standard
* Greet and seat guests and serve them in a professional, discreet and personalize
* Direct and supervise the service team to ensure that all duties are performed as per standard
* Following instructions from the coordinator in the absence of the Supervisor
* Supervising and monitoring the team members performance
* Consistently monitor quality of the food and beverage being serve
* Assisting other Food and Beverage outlets as directed by the Supervisor / Manager on Duty
* Practice good customer relations and attend to customer complaints / queries satisfactorily
* Responsible for maintaining hygiene and cleanliness standards
* Responsible for all service preparations before, during and after the service (mise-en-place and mise-en-scene)
* Actively use up selling techniques to exceed guest expectation and increase revenue

Misk – Lebanese Restaurant

* Has completed all the training required for the restaurant e.g. Basic speaking of Arabic/Lebanese language, and Product Knowledge regarding on the Arabic/Lebanese menu that we are serving
* Greet and seat guests and serve them in a professional, discreet and personalized in Lebanese way
* Making sure that all guests are satisfied with the service and food
* In-charge in bar e.g. request, order and pick-up all the alcohol, non-alcohol beverage and fruits for the bar, set-up the bar, preparing the drinks and serve

**February 2014 – May 2015**

**F&B Waiter / Bartender**

**F1 Hotel Manila**

Bonifacio Global City, Taguig City, Philippines

* Worked with all section of food and beverage department like banquet, All day-dining Restaurant and Bar
* Making sure that all the required items has been picked up from the purchasing supplies
* Monitored, collect, and prepares all the BEO
* Actively participated in staff meetings, and also took inventory on daily basis

**Educational Background:**

**Tertiary S.Y 2009 – S.Y 2013**

**Bachelor of Science in Hotel and Restaurant Management**

**First Asia Institute of Technology and Humanities**

**Trainings/ Certificates/ Seminars/ Affiliation:**

* Three years Vice President Internal of Hotel and Restaurant Organization (2011-2013)
* Food and Beverage Tesda Instructor
* Philippine Red Cross Volunteer
* Barista Seminar
* Hotel Orientation (Introduction to Micros Fidelio)
* Gold Medal (Champion) in bar wars flair tending Competition (in-house)
* Silver Medal in table skirting competition (in-house)
* Bronze Medal in fruit carving competition (in-house)
* Participant in Mix Master competition (nationals)

**Summary of Achievements and Qualifications**

Theory

* Has completed theories and lectures classes on Hotel and Restaurant Management subjects
* Has undergone comprehensive lecture in the Food and Beverage principles, food hygiene standards, standard and procedure using Opera and Fidelio, Introduction to Housekeeping, Culinary Arts, HACCP principles, handling and dealing with the guests
* Participated in Hotel and Restaurant Management organization as Vice-President (internal) for three consecutive years

Food and Beverage Laboratory

* Has completed alternate weeks of food and beverage laboratory of serving beverage, making cocktails/mocktails, identifying kinds and brands of whiskeys and rums, basic culinary cutting types, making five mother sauces, and basic bakery and pastry cooking
* Has been trained to do mise-en-place
* Organized a catering event, cooked and prepares over 100 main courses, side dishes, starters, salads, desserts as well as mocktails twice a week
* Gold Medal (Champion) in bar wars flair tending Competition (in-house)
* Silver Medal in table skirting competition (in-house)
* Bronze Medal in fruit carving competition (in-house)
* Participant in Mix Master Competition (nationals)