## ROBERTO B. CASER

## Address: 111-A Agenda St. Area C. Batasan Hills Quezon City

Email .roberto\_caser@yahoo.com.ph

Tel#. +973-4167596

**OBJECTIVE:**

To pursue my profession in front-line service particularly in Food and Beverage department and to contribute my knowledge and experience on how to efficiently handle internal and external costumer needs with proper service in hospitality industry.

**POSITION DESIRED:**

 **Restaurant manager**

**QUALIFICATION SUMMARY:**

* A dynamic and highly competitive employee who focuses leadership to drive sales and profitability in highly competitive markets
* Excellent communication and guest/employee relations skills.
* Enthusiastic in motivating and giving clear direction to all employees
* Well-motivated to resolve problems quickly and equitably to ensure the comfort of guest and comfort of employees

 Works independently and interdependently with colleagues

* Great ability to promote excellent quality, customer service, cleanliness and safety.

**EDUCATION:**

**Electrical Technology**

Rizal Technological University

Boni Avenue. Mandaluyong City

 Philippines
 March 2000

**WORK EXPERIENCE:**

**Reef Resort May 11, 2019 currently job**

**Restaurant Manager**

**Bahrain**

* Analyzing and planning restaurant sales level and profitability
* Organizing marketing activities, such a promotional activities and events
* Preparing report for weekly and monthly including staff control, food control and sales
* Creating and executing plans for department sales, profit and staff development
* Planning and coordinating menus
* Coordinating the entire operation of the restaurant for the special occations and events
* Planning and implementing strategies to attract the costumers
* Monitor compliance with safety and hygiene regulation
* Evaluate the employee performance and identify the training needs
* Ensuring all employees adhere to company’s policies and guidelines

**The Manila Hotel**  March 1, 2017 to Mach 15, 2019

**Restaurant Manager**

**One Rizal Park, Ermita, 25th St. 0913**

**Manila Philippines**

* Improved and drove a high level of excellent customer service through recognition, coaching, training, and increasing employee morale. Collaborated cross-functionally and worked as team to achieve targeted results.
* Ensure to reduced operating costs through efficient use of resources.
* Developed growth strategies targeting market penetration, marketing communication, and distribution. Performed market research. Created marketing plans while maintaining departmental budgets and reports.
* Responsible for onboarding new employees and all subsequent performance reviews.
* Created schedules, placed orders, maintained and tracked inventory, and over saw 20 + employees.
* Create a detailed report on weekly, monthly and annual revenues and expenses
* Promote the brand in the local community through word -of- mouth and restaurant events
* Implement policies and protocols that will maintain future restaurant operations

**Sofitel Hotels & Resort (5 star Hotel & resort)** January 14, 2014 to February 18, 2017

**Assistant Restaurant Manager**

**CCP Complex Roxas Boulevard Pasay City**

**1300 Manila Philippines**

* Assist the Store Manager in planning and implementing strategies to attract the customers
* Communicate with a client and evaluate their needs
* Monitor an maintain store inventory
* Overseeing restaurant staff performance, ensuring quality dining
* Coordinate communicate between front of the house and back of the house staff
* Supervise kitchen and wait staff and provide assistance, as needed
* Keep a detailed record of daily, weekly and monthly costs and revenues
* Arrange for new employees’ proper onboarding (scheduling training and ordering uniforms)
* Monitor compliance with safety and hygiene regulation
* Gather guests’ feedback and recommend improvements to our menu
* Evaluate employee performance and identify hiring and training needs
* Supervise and motivate staff to perform their best
* Create reports analyze and interpret retail data, like revenues, expenses and competition
* Make sure all employees adhere to company’s policies and guidelines
* Act as our store’s representative and set as an example for our staff

**Crowne Plaza Al- Khobar \*\*\*\*\* 5 Star Hotel KSA,** October 24, 2012 Up to October 24, 2013

**Assistant Restaurant Manager.**

* Managing the three outlets Rendezvoused (coffee lounge) HinHao (Asian restaurant) and Marrakesh (Moroccan Restaurant) making sure the standard of service will have implemented as per Crowne Plaza Standard.
* Departmental Training coordinator, Planning and organizing training and motivating staff to maintain the high standard of service.
* Taking responsibility for the business performance of the restaurant.
* Analyzing and planning restaurant sales levels and profitability.
* Organizing marketing activities, such as promotional events and discount schemes.
* Preparing reports at the end of the shift/week, including staff control, food control and sales.
* Creating and executing plans for department sales, profit and staff development.
* Setting budgets and/or agreeing them with senior management.
* Planning and coordinating menus.
* Coordinating the entire operation of the restaurants during scheduled shifts.
* Managing staff and providing them with feedback.
* Responding to customer complaints.
* Ensuring that all employees adhere to the company's uniform standards.
* Meeting and greeting customers and organizing table reservations.
* Advising customers on a menu and Beverage choice.
* Organizing and supervising the shifts of waiting and cleaning staff.
* Maintaining high standards of quality control, hygiene, and health and safety.
* Checking stock levels and ordering supplies.
* Preparing cash drawers and providing petty cash as required.
* Helping in any area of the restaurant when circumstances dictate.

**Oryx Rotana Hotel\*\*\*\*\*5 star hotel Doha Qatar,** June 06, 2010- September 02, 2012

**Assistant Restaurant Manager**

**All day Dinning Restaurant**

**250 Seating Capacities (Opening Team**)

**One of the Leading Business Hotel in Qatar and best all-day dining Restaurant in town.**

* Department Training Coordinator (Planning, Making, Implementing and Maintaining SOP) to identify training needs and propose training programs in co-relation with the outlet Manager. Regularly trains subordinates to achieve highest professionalism.
* Departmental OutletTrainer (Responsible for all training in the outlet, Implementing and maintaining SOP) Implement an effective training program for new and current associates using

use records, menus and appropriate reference manuals.

* Actively support the Quality Improvement Process.
* To prepare the schedule for all personnel according to the forecast and within the limits of the staffing guide and to ensure adequate manpower at all times and under the guidance of the outlet manager.
* To prepare the theme nights to make sure that it will be set-up accordingly. And to assure that the the drinks and food buffet set-up was prepared properly.
* To recommend hiring, promotions and dismissal to the outlet manager.
* To ensure the proper maintenance and cleanliness of all areas of the outlet.
* To be involved in planning of promotions, beverage purchases and pricing under the supervision of the outlet manager
* To ensure sanitary conditions according to the health codes and the Hotel standard
* To supervise the daily operation under the standards fixed by the Hotel Management and Outlet Manager.
* To advise and consult with Outlet Manager and Head Waiter with regards to service matters.
* To supervise all outlet personnel constantly observing an attitude towards colleagues and guest.
* To inspect all areas daily before opening according to fixed standard checklist and ensure full adherence of the closing duties.
* To enforce and maintain all policies and procedures under the guidance of the Outlet Manager.
* To prepare requisitions for beverage, condiments, general supplies and guest supplies, taking into consideration established par stocks.
* To participate actively in the creations of new drinks, snacks, and improve presentations to achieve the overall objectives and propose variations to the Outlet Manager
* To constantly be aware of the beverage cost of sale
* To maintain standards specification for all beverages/food & cocktails under the guidance of the Outlet Manager.
* To adhere to fixed grooming standards as per Hotel & Outlet policy.
* To replace the Outlet Manager on her/his absence as fully in charge Restaurant.
* To assist the Outlet Manager in ensuring that full respects of dress code and entrance procedures are fully adhered to.
* To assist the Outlet Manager in ensuring that sound and lighting levels are always adhered to as per fixed standard.
* To inspect all fridges and bar stores to check expiry dates on all times
* To observe opening and closing hours of the bar according to the law and company standards.
* To ensure correct control of a beverage to avoid wastage and spoilage.
* To perform any other duties assigned by the Outlet Manager.
* To carry out an internal induction and training course, in liaison with the Outlet manager when a new member of the Service staff arrives.
* To work with an accounts department to oversee physical inventories, analyze specialized report, slow moving items and low stock list and productivity norms.
* Establish effective communication with associates to gain their trust and respect
* Maintain fair and consistent counseling and/or disciplinary procedures in

 accordance with Rotana Guarantee of Fair Treatment policy.

* Implement and follow through on all bookings of restaurant parties and room hospitality suites and effectively communicate to all managers.
* Properly execute revenue and check control procedures on a shift.
* Find solutions for problems such as call outs, last minute bookings or any

 other daily problems that may arise.

**IberotelMiramar Al Aqah Beach Resort -** 5-star hotel & Resort Fujairah, UAE 2008-2010 **Outlet In charge – Room Service**

**Employee of the Month (November 2009)**

321 Rooms.

* Oversees performance of waiters and ensures a maximum service is extended to the guest in their assigned station.
* Promote guest satisfaction by ensuring that they are enjoying their meals and take action to correct any problems
* Working in line with company budgets to achieve set targets.
* Using initiative to maintain the standard of service in the hotel restaurant
* Explain to the guests how various menu items are prepared, describing ingredients and cooking methods.
* Prepare checks that itemize and total meal costs and sales taxes.
* Provide excellent guest satisfaction and increased productivity standards by utilizing available resources.
* Communicating well with other staffs to ensure proper care to guests are being rendered
* Maintaining hygienic practices, neat table setting and equipment.

**Sheraton Riyadh Hotel & Towers \*\*\*\*\*** 5 Star Hotel Riyadh, KSA 2006-2008

La-Piazza Restaurant (Italian restaurant)

80 Seating Capacities

**Waiter**

**KingAbdullaziz Int.** Conference center 5-star conference hallRiyadh, KSA 2004-2006

Banquet conference

Saudi Oger Company

**Senior waiter**

**Kuwait Catering Company**  **Salmiya, Kuwait**2001-2003

ZURBA Restaurant (Fine Dining)

160 Seating Capacities

**Waiter**

**Shangri-La Hotel - 5 Star Hotel** Manila, Philippines May -Oct 2001

Banquet Department

**Waiter**

**Mandarin Oriental Hotel - 5 Sta Hotel** Manila, Philippines 2000-2001

Banquet Department

**Waiter**

SEMINARS AND TRAININGS ATTENDED:

**TIM HORTONS UNIVERSITY PHILIPPINES**

Restaurant Management Certification Program

* Baking Station Training

**CROWNE PLAZA HOTEL**

* ALDP- Accelerated Leadership development Program 1-2 level
* Leadership Fundamental

**ORYX ROTANA**

* MED( Managing Employee Development Programmed) for departmental training coordinator
* Up-Selling Skills
* OJT(on job Training) for outlet trainer.
* Basic Food Hygiene
* Destination Leadership
* Sanpellegrino (training program)
* Advance Hygiene
* HACCP Awareness Program(advance)
* BOECKER Public Health ( Integrated Pest Management)

**MIRAMAR AL AQAH BEACH RESORT**

* Train the Trainer Courses
* Bartending Course
* WOW the Guest
* Wine Service Training
* F&B Up selling training
* Complaint Handling
* Leadership for the Result
* Quality management / Grow Your Team

**SHERATON HOTEL & TOWERS**

* The Sheraton Brands
* Achieving Service Excellence
* Fire and Safety Training
* The Sheraton Experience
* Kitchen Hygiene
* Telephone Skills

**KUWAIT CATERING COMPANY (KCC)**

* M.O.R.E (The Metamorphosis of Retailing.

**OTHER TRAINING AND ACHIEVEMENT**

* JohnsonDiversey (Clean is just the beginning) Saudi Oger (KAICC), Riyadh, K.S.A
* Hotel and Restaurant Services (I Clean Philippines, Inc).
* **Official Head of State GCC Dinner**Part of the service in food & beverage

(Royal Highness King Abdullah Bin Abdul-Aziz Al- Saud)

December 09, 2006.

* **Official Head of State Arab Summit Dinner**Part of the service in food & beverage

(Royal Highness King Abdullah Bin Abdul-Aziz Al- Saud

March 28, 2007.

**PERSONAL INFORMATION:**

Sex: Male

Nationality: Filipino

Age: 39

Date of Birth: June 30, 1980

Language(s): Filipino , English, Arabic (Speaking)

Skills: Computer literate (Internet, Microsoft Office, Word, P.O.S, Power Point, Excel and Micros Reporting)

**REFERENCE(S): Available** upon request

**I hereby certify that the above-mentioned information is correct and true to the best of my knowledge.**

**Roberto B. Caser**

**Applicant**