



AIM HIGH!

ACHILLES REYES

BUSINESS | TRAINING | OPERATIONS
MANAGEMENT

Field: Ecommerce and F&B Industry

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SUMMARY

Professional with extensive experience in training and development. Conducts training and analysis of operational needs. Designs and develops the company's brand standards. Support performance review and coaching colleagues to supplement learning initiatives. Leading the team to achieve their business and career objectives.

SKILLS: Group Training, Presentation, Project Management, Leadership, Management Development, Communication, Brand and Product Development, Business Management, F&B Management and Marketing Skills.

WORK EXPERIENCES

Business Development Manager

October 2021 – Present

Supliree Platform W.L.L
Abu Sayba Bahrain

- Act as project manager, creating business proposals and conduct market research for the clients; formulating strategic point-of-view in clear, concise, compelling presentations.
- Develop strong internal working relationships at all levels of the company and drive coordination between business development, partner management, marketing and ops teams, while informing large strategic deals, company-wide strategy and executive special projects.
- Identify areas to increase team operational efficiency. Develop and own project plan from start to finish. Research and utilize internal and external data in such projects.
- Handling the operations of Ecommerce Platform ad ensuring customers order are sent at the right time. Monitors, and improves the performance of the logistics operations team.

Training and Operations Manager

November 2020 –October 2021

Fruitiness Co. W.L.L
Budaiya, Bahrain

- Manage the daily operations and prepare the P&L report.
- Communicating and deal orders with the suppliers.
- Controlling stocks and conduct product analysis report.
- Developing product menu and costing.
- Prepares the brand standard procedure of the store.
- Develop training needs and conduct training and coaching to employees
- Setting goals and target to team.
- Conduct soft skills training to team.
- Work closely with legal and safety departments to make sure activities remain compliant
- Oversee materials and inventory management

- Conduct budget reviews and report cost plans to upper management

Operations and Brand Standard Trainer

October 2019 – October 2020

Costa Coffee – Bahrain

Al Zayani Foods SPC

Al Zayani Investment Co.

- Manage the practical and soft skills training in all levels of staff.
- Identifies learning and development needs of all staff; assess and review staff performance.
- Coach Store Managers/Store in charge to improve store performance.
- Conducts Costa Check and Compliance Audits base on Brand Standards.
- Promotes good team relationship by having social activities and team building exercise.
- Create new training programs based on the training needs of the staff.
- Guiding Store Managers on improving store performance.

Brand Standard Trainer

November 2014-September 2019

Costa Coffee – KSA

Jawad Business Group

- Managing Brand Standards of Costa Coffee in all Eastern Province (30 Branches).
- Develops and conduct Brand Standard Training as per company policy.
- Organize and arrange a team building activities for the staff.
- Responsible in driving Standard Procedure through implementation to all stores.
- Conduct Brand Induction to all new joiners.
- Prepares monthly training calendar.
- Develop managers for future career development
- Prepares budget in training.
- Train and coach practical skills as per Brand standard of Costa Coffee.
- Plan and prepares training manuals as per brand standard of Costa Coffee Jawad.
- Identify training needs of staff and develop a training presentation.

Learning and Development Officer

March 2011- April 2013

Khalidiya Palace Rayhaan by Rotana

West Corniche Road, Abu Dhabi UAE

Promote efficiency, confidence, courtesy and high standards of social skills. Coordinates and conducts Off Job trainings and monitors On-Job Training of the departments. Assist and update all the departments for the Employee Development.

- Prepare and sending the Hotel Training Calendar in all of the departments.
- Preparing and conduct the ED standard review.
- Update and maintain the hotel bulletin boards.
- Track, generate and distribute monthly ED Reports.
- Update the database and records of the employees.
- Organize and coordinate internal and external employee development programs.
- Assist the ED team with administrative task.
- Perform other task or projects assigned by the ED Manager.
- Organize and assist training activities for employee development.
- Managing and conducting training for all news joiners.

F&B Captain

July 2010 - March 2011

The Lounge Café
 Khalidiya Palace Rayhaan by Rotana
 West Corniche Road, Abu Dhabi

- Supervise and assist the smooth operation and running of the service.
- Departmental Training Coordinator of the Outlet.
- Assisting guest complaints.
- Preparing monthly sales report.
- Prepares schedule of the team
- Conducts trainings, discussion and daily briefing of the team
- Responsible for controlling the Micros all the time and checking the checks and the balance.
- Make sure that all Inventories are done correctly and submitted monthly.

Room Service Waiter and Order Taker

August 2008 -July 2010

Beach Rotana Abu Dhabi
 Tourist Club Abu Dhabi

College Instructor

August 2007- August 2008

Philippine Women's University (Cebu City Branch)

Subjects: Food Safety and Sanitation, Introduction to Hospitality Industry, Travel and Tours (Domestic Tourism), Home Management, Culture and Traits, Food and Beverage Management.

HIGHEST EDUCATIONAL ATTAINMENT**Master of Business Administration****Major: Human Resources****Wesleyan University**

Cabanatuan Nueva Ecija

24 units

S.Y. 2014

Bachelor of Science in Hotel,**Restaurant and Services and Technology****Cebu State University**

M.J. Cuenco Ave. Cebu City Philippines

S.Y. 2003-2007

SEMINARS AND TRAININGS

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| • Train the Trainer | Certified |
| • Destination Leadership | Certified |
| • Departmental Training Coordinator | Certified |
| • On Job Training Trainers Programme | Certified |
| • Intermediate Food Safety Level 2 | Certified |
| • Barista Maestro Certification | Certified |
| • Barista Foundation – SCA Certification | Certified |
| • Brewing Foundation – SCA Certification | Certified |
| • Managing People Performance (Certified) | Certified |
| • Leadership Training | Company Training |
| • Leading People Performance | Company Training |
| • Managing Employee Development | Company Training |