



Sherwin L. Santiago

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Employment Background

Work Experience:

Shop Incharge :

Urban Juice WLL.

- In controlling food cost following the golden standard of the store.
- Responsible in making the weekly and monthly inventory.
- Manage safe controls and ensure all cash in accounted for within the company cash policy.
- Resolves customer complains promptly.
- Provides on the job training to new staff and corrective training to all staff.
- Insure selling up practices is used.

Restaurant General Manager :

Kashounat Kuwaiti Al Bait Casual Dining (Al Thouq Al Rafea)

SEPTEMBER 09, 2020 TO MAY 10, 2022

- Prepared restaurant business plan by reviewing demands, analyzing competitors and developing projections for sales and finances.
- Analyzed variances and implemented corrective actions to increase average



meal checks and customer visits.

- Inspected preparation and storage equipment regularly to assess and maintain performance for cost-effective, safe operations.
- Developed, implemented and managed business plans to promote profitable food and beverage sales.
- Maintained high standards of food quality by reviewing shipments, overseeing preparation and monitoring food safety.

Restaurant Senior Supervisor :

Haus Restaurant and Lounge Kingdom of Bahrain

Adliya Block 338

December 17, 2018 – March 20, 2020

- Work with the host/hostess to guide patrons to open tables, informing them of the day's food and drink specials. They must maintain an upbeat and friendly attitude throughout this process.
- Assign tables to waitstaff in addition to waiting on their own tables.
- Trains new waitstaff on basic techniques and the specific expectations and procedures of their employer.

Shift Leader :

RAAW CAFÉ (healthy food café) Kingdom of Bahrain

October 26, 2017 – October 26, 2018

- Responsible in controlling food cost following the golden standard of the store.
- Responsible in making the weekly and monthly inventory.
- Manage safe controls and ensure all cash is accounted for within the company cash policy.
- Resolves customer complaints promptly.
- Provides on the job training to new staff and corrective training to all staff.



Shift Leader :

SEED, Al Nakheel Center Saar, Bahrain (Healthy Food Shop)

October 2015- June 2017

- Maintains the highest quality standard for all product preparation.
- Accurately process transactions through the system.
- Contributes to the profitability of the store by initiating suggestive selling and sampling products.
- Assist and provides excellent customer service to each and every customer.
- Keeps work area clean and organized.

Restaurant Supervisor :

Pollo Campero a Latin American Restaurant Kingdom of Bahrain

July 20, 2013 – July 2015

- Responsible in controlling food cost following the golden standard of the store.
- Responsible in making the weekly and monthly inventory.
- Manage safe controls and ensure all cash in accounted for within the company cash policy.
- Resolves customer complains promptly.
- Provides on the job training to new staff and corrective training to all staff.
- Insure selling up practices is used.

Shift Manager

Burger King International Kingdom of Bahrain

March 8, 2010 – February 19, 2013

- To carry-out quality, service and cleanliness checks including meat cookouts. Completion of the daily planner tool.
- Responsible for daily, weekly and monthly inventory of the store.
- Manage safe controls and ensure all cash in accounted for within the company cash policy.
- Monitor service quality in terms of ordering procedures, and order accuracy of front counter staff.
- Resolves customer complaints promptly.
- Provides on the job training to new staff and corrective training to all staff.
- Insure selling up practices is used.
- Brief staff on promotional activity.



Shift Manager :

Burger King Riyadh Saudi Arabia

Olayan Food Services Company

July 01, 2008 – August 3, 2009

- Ensure that all sales and cash receipts are properly and accurately recorded and make sure that it is free from erasures.
- Works hand in hand with the Store Manager in all marketing related activities.
- Creates and implement in store promotion that will help the store to achieve its sales target for the month.

Service Expert Team Leader

Olayan Food Services Company Burger King Riyadh Saudi Arabia

July 6, 2006 – June 30, 2008

- Work as a service expert assigned in the kitchen and counter area.

Sales Man : SM Department Store Retail Division

(Giordano) Manila Philippines

June 26, 2002-October 25, 2005

- Responsible in commercial reports, Supervise and giving training to new staff.
- Work hand in hand with my manager for all promotion and sales.

Sales Clerk : SM Department Store Retail Division

(LEVI'S JEANS) Manila Philippines

April 26, 2001-June 24, 2002

- Responsible in assisting customer and merchandising all stocks according to brand standard.

Service Crew Ambee Foods Food Corporation

Franchise of Jollibee Foods Corp.

Mabini St. San Pedro, Laguna

August 1, 2000– March 15, 2001

- Work as a Service Crew specifically assigned in the kitchen area.

Training and Seminars Attended

January 15, 2013 » Foundations of Shift Management



Delmon Restaurant WLL. Kingdom Bahrain

June 6, 2010 » **Basic Food Hygiene Training**

Jawad Business Group Kingdom of Bahrain

September 28, 2008 » **Customer Service Workshop**

Olayan Food Services Company Riyadh Saudi Arabia

April 26 – 28, 2008 » **Service Expert Course**

Olayan Food Services Company Riyadh Saudi Arabia

January 22, 2007 » **Basic Food Hygiene**

Olayan Food Services Company Riyadh Saudi Arabia

October 17, 2001» **Basic Safety Training**

Admiral Maritime Training Institute of the Philippine Inc.

Sta. Cruz, Manila, Philippines

Educational Background

Saint Francis School

National Hi- way San Pedro, Laguna June

1994 – March 1999

Central Elementary School

San Pedro, Laguna

June 1988 – March 1994

Personal Information

Date of Birth: June 24, 1981

Height : 5'8"

Passport No. : EC 2706409

Character References:

Ms. Artes Gortifacion

Incharge Ted Baker BCC

Kingdom of Bahrain

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