

**Maricel F. Soquiat**

Block340 Road4015 Building700

1<sup>st</sup> Floor Flat11 Juffair

Mobile Number: +973 36329488

Email Address: [mommynimarc.ms@gmail.com](mailto:mommynimarc.ms@gmail.com)

**Professional Profile**

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Demonstrates strong communication skills with the ability to resolve complaints, enforce quality and safety, train and lead teams in the delivery of superior customer service. Client focused with a successful background in the management.

**Career Summary**

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April 2023 to Present

**Assistant Manager**

The Bookcase

- Assisting the Store Manager in all areas of daily business operations, customer service and merchandising.
- Coordinating, monitoring and reporting on daily operations.
- Monitoring and maintaining suitable store inventory levels.
- Ensuring the store environment complies with health and safety regulations.
- Maintaining a clean, organized and aesthetically pleasing store front.
- Resolving customer complaints and concerns in a timely manner.
- Ensuring that store policies and procedures are followed.

January 2021 to February 2023

**Assistant Manager**

Cinnamon and Pretzels Bakery and Café W.L.L

- Facilitates all aspects of the business inclusive of accounts and stocks take, liaise with various supplier and products representatives, and coordinate kitchen operations to provide fresh cooked to orders.
- Oversees the budget and restaurant financials inclusive of cashing up, invoicing and supplier

payments.

- Reviews product quality, research new suppliers, monitor stock levels and order produce when required.
- Organizes the staff Rota and weekly shift schedule, appraise staff performance and provide feedback.
- Ensures the delivery of superior customer service to maximize customer satisfaction, and responds to and resolves customer complaints.
- Oversees the update of standard procedures in all aspects of the company's operations with the specific focus on the customer.
- Ensures compliance with all sanitation, food hygiene and safety regulations to maintain a good reputation.
- Trains new and current employees on proper customer service practices, and implements updated policies and protocols to maintain future restaurant operations.
- Does new promotion, costing and research suppliers for material to boost sales.
- Does daily sales reports and emails to the owner.
- In charge on Monthly Inventory.
- Ensures that facilities and equipment's in the restaurant are all in good condition, coordinate with maintenance representative for the checkup.
- Does Barista tasks/ makes different kind of coffee (hot and cold).

April 2015 to December 2020

### **Restaurant Supervisor**

Mooyah Restaurant W.L.L

- Does floor management or shift management at the restaurant.
- Trains and supervises the staff.
- Leads the team towards achieving sales and food costs targets.
- Helps on the planning and execution of marketing strategies.
- Monitor dining station and goes around also the kitchen to check completeness of stocks and quality of raw materials.
- In charge on Monthly Inventory.

November 2014 to April 2015

### **Guest Specialist**

Mooyah Restaurant W.L.L

- Receives payments by cash or card, accepts dine in, take away and delivery orders, and make a call back to the customers to get their feedback regarding food and service.
- Greet Customers entering the establishment and ensure that they will have a pleasant

experience in the restaurant.

- Handles customer complaints and inquiries as necessary.
- Relieve kitchen station (bun build, grill, finish, fry and beverage) as necessary.
- Ensure that the food orders are presentable and good quality before serving to the customers.
- Assists in the training of new staff and cross training of current staff.
- Promotes restaurant menu thru suggestive selling of items, because in this way we can increase customer's average check (amount of order).
- Does table hopping to have quick but pleasant conversation with the guests.
- Ensure restaurant is always clean to make it presentable to our guests.

2003 to 2005

#### **Store Clerk**

GG SDN, BHD (Brunei)

- Receives incoming accessories and machine spare parts
- Computes and checks sewing accessories.
- Monitor and controls sewing accessories and spare parts.
- In charge on company's monthly inventory.

1999 to 2002

#### **Credit and Collection Staff**

Mix Plant Inc. (Philippines)

- Does daily checking and recording of invoices.
- Monitors aging accounts of the customers.
- In charge on dealing and collecting accounts of the customers.
- Does monthly financial statement for the accounts receivable.
- Does monthly Inventory (Warehouse).

#### **Education**

1994 to 1998

#### **Manila Central**

**University** Caloocan City,  
Philippines

- **Bachelor of Science in Business Administration Major in Management**

February 01, 2013

Technical Education and Skills Development Authority  
Manila, Philippines

- Housekeeping (hotel)

**Personal**

Date of Birth: November 14, 1977

Place of Birth: Quezon City, Philippines

Height: 5 feet, 2 inches tall

Civil Status: Single

