JOHN MICHAEL MANALILI

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# **Summary of Qualifications**

Experienced and results-oriented Shift-supervisor with more than 8 years of managerial experience in retail environment. Motivated professional with strengths in supervising employee and promoting optimal customer service. Adept employee relations, inventory organization, and visual merchandising.

Determined and succeed by imparting my talents and passion to my co-worker’s and company; seeking an organization that is willing to entrust a huge responsibilities and goals, wherein I can utilize strong Customer Service talents; With brilliant background in Business management and handling workers with strong and very lively on shift/floor and logical in meeting and exceeding the expectations of business, customer and workers.

# **Skills**

* Communication-being able to listen/talk to people in a constructive manner
* Analytical-being able to give meaning to date, analyze information
* Problem – being able to offer solutions to the problems
* Leadership – being able to take responsibility, lead/mentor others
* Teamwork – being able to work with other people to achieve common goal
* Organization – being able to meet deadlines, plan

And schedule task

**Computer summary skills**

* + Proficient in Microsoft Word for word processing, Microsoft Excel to create spreadsheets, and PowerPoint for presentation.
	+ Outlook Express or another email program.
	+ Windows Share Folders or other programs for sharing information.

# **Professional Experience**

**Shift-supervisor (SSV)**

*Starbucks Coffee Company Robinson’s Luisita (Philippines), (2010-2016)*

* Daily supervision and deployment of other staff member during both peak and non-peak hours.
* Consistent, friendly customer service.
* Provides prompt, efficient, friendly and quality service at all times.
* Consistently keeps bar and work areas clean and sanitary in compliance with bar standards and local state and federal laws.
* Maintain a positive working relationship with fellow staff and management
* Operates cash register and processes customer cash and credit card payment, maintain efficiency when processing daily deposits, counting tills and making sure safe pars are met
* Prepares and serves delicious espresso and coffee drink utilizing the beverage routine and memorized recipes
* Promotes positive customer and associate relation through courtesy, service and professional appearance.

**Senior Barista/Barista Trainer/Coffee Master**

*Starbucks coffee kingdom of Bahrain, (2016-2018)*

* + Responsible for opening and closing the building according to expectations of the management team
	+ Ensure all staff on duty are properly trained and adhere to cash handling standards.
	+ Responsible for making sure the staff uses correct portions when preparing and serving items
	+ Follow and direct others in the standards for product merchandising, line display, stocking, storing of product distribution of marketing materials.
	+ Responsible for cash handling, safe verification and daily deposits
	+ Responsible for work force management scheduling, editing, keying exceptions and approving time
	+ Knowledge of labor scheduling report, labor scheduling tool, and labor tracking tool

 **Store In charge (Coffee shop)**

*Ministry of interior- police fort, (2019-2020)*

* + Setting goals for the work group, developing organizational capability, and modeling how we work together
	+ Developing strategic and operational plans for the work group, managing execution, and measuring results
	+ Uses all operational tools to plan for and achieve operational excellence in the store. Tools include Automated Labor Scheduling, Monthly Status Report, Quarterly Business Review, cash management and inventory management
	+ Providing Staff with coaching, feedback, and developmental opportunities and building effective teams
	+ Has a relentless focus on the customer. Understands what the customer wants and how to best deliver the experience

# Education

Bachelor of Science in Information and Technology (BSIT) 2006-2007 (University of Cagayan valley Tuguegarao City)