**Mary Ann B. Leandado** 

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Manama Bahrain

**Career Objective\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

To secure a responsible and challenging position to fully utilize my training, skills and experience while contributing with the success of the company.

### Work Experiences \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* **400 Gradi Authentic Italian Restaurant**

 **M.H Alshaya Co. WLL The Avenues Bahrain**

 **Restaurant Supervisor & Training Coordinator** (Nov. 2017- June 2020)

 **Job description:**

* + In charge in giving trainings with all team members that required by Head Office
	+ Prepares weekly financial reports in the absence of the Manager
	+ Prepares weekly Rota for FOH team and assigned station
	+ Controls petty cash expenses
	+ Prepares overtime attendance for pay roll
	+ Conducts shift briefing to ensure that operation will be smooth
	+ Assist all team members if needed
	+ Handles guest inquiries and complains
	+ Ensures that all unavailable items are adjusted in the system
	+ Controls stocks and inventory
	+ Conducts QA audit in the kitchen as a PIC to ensure brand requirements is practice

* **The Orangery Tea Room Patisseries**

**The Palace Boutique Hotel**

**F&B Supervisor** (January 2014 up to present)

**Job description:**

* Ensures operation standards are practiced by the staff.
* Assist the manager in all admin works.
* Handles events and catering
* Organizing and planning for marketing strategies.
* Conduct training program of the staff for their growth and development.
* Do staff weekly roster and assigned stations.
* Monitor stocks and inventory.
* **Le Chocolat Café and Restaurant**

**Supervisor/Cashier** (March 2013 up to present)

**Job description:**

* Process guest payments through cash, debit, gift voucher and/or credit card.
* Take designed or customized cake orders for any occasions.
* Inquiries about guest dining experience.
* Answers telephone call regarding reservations, menu questions, banquet events and business information.
* Takes take away orders by phone or in person.
* Coordinate with the hostess, dining staff and kitchen staff regarding special guest request and large orders.
* Fill in for the hostess or dining staff as needed, and assist dining room arrangement.

* **CAV Wine Shop Café**

**Dining Manager** (April 2012 -January 2013)

**Job description:**

* In-charge in dining operation.
* Handles banquet event and functions inquiry.
* Makes quotations and business proposals for banquet events and functions.
* Sales and Marketing Strategies.
* Conduct training programs to staff to ensure standard operating procedures were practice and performed.
* Do staff daily roster and their assigned stations.
* Makes store reports such as; month to date sales, stock monitoring, daily and monthly inventory, etc
* **Banana Leaf Asian Café**

**Dining Supervisor** (January 2011- March. 29, 2012)

**Job description:**

* Over all in- charge of the restaurant in the absence of the manager, do staff schedule and payroll making.
* Ensures that standard operating procedures were performed by the staff.
* Implementations of proper standards.
* **Mrs. Fields Cookie Café Franchise System**

**Officer in charge** (June.2008-Dec. 2010)

**Job description:**

* Overall in charge of the store operations in the absence of the store manager.
* Assist the manager in store reports and in managing the whole café.
* **Cashier- Mrs. Fields Cookie Café** (Sept. 2007- May, 2008)

**Job description:**

* The front liner of the cafe, in- charge in order taking, punching orders and settling guest bills.
* Answers guest inquiries through telephone or in person.
* **Thai Express Restaurant, Raffles Link Singapore**

**Receptionist, Cashier and Waitress** (June 2006- Dec. 2006)

**Job description:**

* **Receptionist-** handles reservations walk-ins or through phone calls, handles event inquiries.
* **Waitress**-take order and ensure that the food was served with proper quantity and quality with in standard time.
* **Cashier**- in-charge of punching orders, settling bills such as cash or credit card and make cashiers reports.

**Educational Background \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Bachelor of Science in**

**Hotel and Restaurant Management**

Pangasinan State University

Lingayen, Pangasinan (S.Y. 2003-2007)

**Secondary Education**

**Dasol Catholic School**Dasol, Pangasinan

(S.Y. 1998-2003)

**Elementary Education**

**Dasol Central School**, Poblacion Dasol Pangasinan

(S.Y 2003-2007)

Character reference will be provided upon request

*I hereby declare that all above given information is true and correct according to my knowledge and belief.*

 ***Mary Ann Leandado***