



NORMAN MORILLO

STORE MANAGER

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Riffa, Kingdom of Bahrain



EXPERIENCE

Jawad Business Group
Costa Coffee/Quick Service
Restaurant Div.
2013 - 2020

STORE MANAGER

Summary of Key Responsibilities

Responsibilities and essential job functions include but are not limited to the following:

- Acts with integrity, honesty and knowledge that promote the culture, values and mission of Costa Coffee
- Maintains a calm demeanor during periods of high volume or unusual events to keep store operating to standard and to set a positive example for the shift team.
- Anticipates customer and store needs by constantly evaluating environment and customers for cues.
- Communicates information to manager so that the team can respond as necessary to create the Third Place environment during each shift.
- Assists with new partner training by positively reinforcing successful performance and giving respectful and encouraging coaching as needed.
- Contributes to positive team environment by recognizing alarms or changes in partner morale and performance and communicating them to the store manager.
- Delivers legendary customer service to all customers by acting with a customer comes first attitude and connecting with the customer. Discovers and responds to customer needs.
- Follows operational policies and procedures, including those for cash handling and safety and security, to ensure the safety of all partners during each shift. Maintains a clean and organized workspace so that partners can locate resources and product as needed.
- Maintains regular and consistent attendance and punctuality.
- Provides quality beverages, whole bean, and food products consistently for all customers by adhering to all recipe and presentation standards. Follows health, safety and sanitation guidelines for all products.
- Recognizes and reinforces individual and team accomplishments by using existing organizational methods

Red Earth Trading Corp.
2010 - 2012

Branch Inventory & Audit Sales and Retails Company

In summary, responsibility for inventory, including, but not limited to the following:

- Sourcing of inventory in compliance with quality, cost and gross margin requirements
- Manages and updates purchase/production contracts in real time for estimated delivery, communicating significant deviations, shortages or overages to internal customers
- Generates weekly exceptions reports for incoming product
- Inventory purchasing & liaison with logistics, receiving, warehouse, quality, finance and management on all purchases
- Inventory lot selection for processing and order fulfillment
- Ensures compliance with inventory purchasing and processing protocols
- Physical inventory count process and documentation management
- Responsible for planning, organizing, directing, and controlling financial, operational and audits for the Bank.
- Examines the accuracy and completeness of records and procedures for internal control
- Performs supervisory duties of department staff, coordinates staff for coverage in all related areas of the department

Red Earth Trading Corp.
2006 - 2010

Branch Supervisor Sales and Retails Company

- Supervising the day to day activities of a team.
- Driving operational efficiencies, raising customer service levels & cutting costs.
- Organizing work load, allocating tasks, tasking team on a daily basis.
- Managing team and individual performance. Ensuring all administrative records is completed accurately.
- Ensure professionalism & high quality is continually maintained.
- Preparation of relevant reports and documents for senior managers.
- Identifying areas of the business where improvements can be made.
- Developing policies to create and maximize performance.
- Scheduling staffing levels, planning for holiday and weekend cover.
- Monitoring staff attendance and performance levels.
- Opening and closing the office premises.
- Involved in the recruitment & interviewing of new staff.
- Training of new staff & identifying training requirements of existing staff.

Ventures Hardware Corp.
2004 - 2006

Sales Coordinator 606sco, Intramuros M.M.

- Handled the tasks of dealing with customer queries
- Responsible for handling sales related issues
- Update daily report of sales team to Head office
- Communicate with eligible candidates for interviews
- Make arrangements for attending tender openings
- Ensure timely delivery of products to customers
- Evaluate reports and documents prepared by subordinates
- Responsible for checking monthly expense
- Managed sales territory
- Performed market research surveys on customer needs and requirements.

San Miguel Beer
2003 - 2004

Sales Representative - Cabuyao Laguna, Phil

Goal: To aggressively prospect, maximize sales, provide exemplary customer service and squash the competition

- Established customer relations and promoted the good will of the company.
- Performed promotions in accounts on a daily basis and when necessary.
- Established new accounts and new placements.
- Accomplished monthly goals.
- Administered a regular schedule of weekly appointments with accounts in assigned area.
- Reviewed and managed sales reports as needed by the District Manager.
- Evaluated customers' credit status and coordinated with Credit Department on a weekly basis.
- Aided consumers with inventory management responsibilities.
- Managed merchandising and collaborated with the supplier promotions and incentive programs.
- Handled promotion of fresh and existing portfolio items.
- Extended customer service by handling queries.



EDUCATION

STI COLLEGE LIPA, CM
Recto Avenue, Lipa City,
Batangas
(June 2001-April 2003)

Diploma in Information Technology (DIT)

STI COLLEGE LIPA, CM Recto Avenue, Lipa City, Batangas
Diploma in Information Technology (DIT)

2001 - 2003



OTHER INFO

Skills

Microsoft Office literate
Social and communication skills
Time Management

Ability to manage projects with little to no supervision

Interest

Travelling, Reading Books, Explore

References

Available upon request

Languages

English / Filipino

Others

Desired Industry:
Retail/Counter/Merchandising
Desired Job Location: Anywhere within Bahrain
Type of Position: Full-Time
Permanent Availability Date: as soon as possible
Desired Wage: Negotiable

Job Level: Experienced with over
10years'experience
Willing to Travel: Yes, 50-75%
Highest Degree Attained: Diploma
Willing to Relocate: Yes
Driving Licence : Yes

A handwritten signature in black ink, appearing to read 'Norman Morillo', with a horizontal line extending from the right side.

Norman Morillo