

**CURRICULUM VITAE**

**PERSONAL INFORMATION**

**Applicant’s Full Name: VISPERAS, GRACE THERESA JOANNA FLORES**

**CPR# 840689055**

**Birth Date: JUNE 17, 1984 Birth Place: QUEZON CITY Age: 34YRS OLD**

**Height: 5’2 Weight:120 LBS Gender: FEMALE**

**Civil Status: SINGLE Religion: ROMAN CATHOLIC Nickname: GRACE**

**Passport #: EB7725032 Date Issued: March 06, 2018 Date Expired: March 05, 2028**

**EDUCATIONAL INFORMATION**

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| --- | --- | --- | --- |
| **Education** | **Inclusive School Years** | **Name of School andSchool’s Address** | **Course** |
| Tertiary | 2002-2006 | University of Sto. Tomas / Espana Manila | BS- Economics |
| High School | 1998-2002 | St. Paul College of Pasig / St. Paul Rd. Pasig City | High School Graduate |
| Elementary | 1991-1998 | St. Paul College of Pasig/St. Paul Rd. Pasig City | Grade School Graduate |

**EMPLOYMENT INFORMATION**

1. **Company : Binrajab W.L.L**

**Industry : Little Caesar Food Industry**

**Address : Manama**

**Position : Supervisor**

**Date : October 15, 2019 – March 7, 2020**

**Duties and Responsibilities**

* Business Extension Segment System
* Delivery System
* Demonstrates and reinforces leadership behaviors and basic people minimums (uniform, crew schedules, etc.) necessary to gain commitment from crew and leadership
* Executes a plan, based on an employee commitment measurement, to increase employee’s loyalty satisfaction
* Knows, enforces and educates crew on all appropriate personnel policies, labor laws, security and safety procedures
* Uses basic human relations, communications and follow up skills and treating crew people as customers
* Manages the development and training of crew
* Frequently talking to customers to measure and improve their satisfaction
* Maintains critical standards for all crew stations and maintenance as needed
* Uses pre-shift and shift planning tools to ensure optimum QSC
* Manages shift and or areas without supervision. Prepares shift changeover for the next manager
* Performs assigned daily, weekly and monthly equipment calibration
* Supports market-wide promotions to maximize sales potential
* Supports my store marketing plans to maximize sales potential with the community
* Assist in the implementation of new products and procedures
* Controls assigned P&L line items
* Controls food cost, waste and cash while managing shifts and/or areas
* Supervises delivery of raw products
* Training system
* Executes, enforces and manages all food safety and sanitation requirements and health and safety program
* Ensures all security procedures and cash handling policies and procedures are executed properly (cash deposits, staggered method of open/close procedures etc.)
* Completes assigned daily paperwork, weekly inventories and statistical report, etc
* Uploads attendance data in the payroll system daily
* Audit and verify all cash sheet
1. **Company : Alazzam Group of Company**

**Industry : Little Caesar Food Industry**

**Address : Palmera Building, Adliya Manama**

**Position : Supervisor**

**Date : October 11, 2018-October 14, 2019**

**Duties and Responsibilities**

* Business Extension Segment System
* Food Liner Delivery System
* Demonstrates and reinforces leadership behaviors and basic people minimums (uniform, crew schedules, etc.) necessary to gain commitment from crew and leadership
* Executes a plan, based on an employee commitment measurement, to increase employee’s loyalty satisfaction
* Knows, enforces and educates crew on all appropriate personnel policies, labor laws, security and safety procedures
* Uses basic human relations, communications and follow up skills and treating crew people as customers
* Manages the development and training of crew
* Frequently talking to customers to measure and improve their satisfaction
* Maintains critical standards for all crew stations and maintenance as needed
* Uses pre-shift and shift planning tools to ensure optimum QSC
* Manages shift and or areas without supervision. Prepares shift changeover for the next manager
* Performs assigned daily, weekly and monthly equipment calibration
* Supports market-wide promotions to maximize sales potential
* Supports my store marketing plans to maximize sales potential with the community
* Assist in the implementation of new products and procedures
* Controls assigned P&L line items
* Controls food cost, waste and cash while managing shifts and/or areas
* Supervises delivery of raw products
* Training system
* Executes, enforces and manages all food safety and sanitation requirements and health and safety program
* Ensures all security procedures and cash handling policies and procedures are executed properly (cash deposits, staggered method of open/close procedures etc.)
* Completes assigned daily paperwork, weekly inventories and statistical report, etc
* Uploads attendance data in the payroll system daily
* Audit and verify all cash sheet
* Post and file PCV pouches and reports to AM
* Update sales book on a daily basis
1. **Company : Mai Wei Fang Cuisines Ltd. Inc**

**Industry : Food Industry**

**Address : G/F Adriatico Wing Robinson’s Place Ermita, Manila**

**Position :Restaurant Manager**

**Date : August 07, 2017 – February 04, 2018**

**Duties and Responsibilities**

* Manage the operation of the restaurant and ensure customer satisfaction
* Develop operations manual and store policy on coordination with all department managers and review the same from time to time to ensure consistency and effective implementation
* Supervise all employees and monitor implementation of food preparation, delivery and quality standards
* Ensure high quality standard in food products and preparation
* Prepare required reports and requisitions for the restaurant’s operations and administrative functions
* Conduct staff meetings and briefings to keep staff informed of current activities in the company
* Control cost of operations by maximizing use of resources
* Evaluate staff performance and coordinate disputes in the restaurant to the HR department
* Perform other related duties as may be assigned by the Management
* Manage staff training programs in coordination with the HR Department
* Engage in management financial review, planning, budgeting and strategizing
1. **Company : Domino’s Pizza / East Crimson Brother’s Inc.**

**Industry : Food Industry**

**Address : 112 SC-1 Frontera Verde Barangay Ugong Pasig City**

**Position : General Manager**

**Date : June 29, 2016 – June 30, 2017**

**Duties and Responsibilities**

* Manage daily operations of branch office to meet business goals.
* Supervise and guide a team of professionals to maximize revenue.
* Develop safe and positive work environment for staffs.
* Ensure customer satisfaction by delivering timely and quality services.
* Develop business plans for optimal use of resources and time.
* Interview, recruit, and trainstaff.
* Develop marketing plans to achieve sales target and increase brand visibility within the assigned area.
* Organize regular meetings with management to discuss about business updates, issues and opportunities.
* Executes, enforces and manages all food safety and sanitation requirements and health and safety program
* Ensures all security procedures and cash handling policies and procedures are executed properly (cash deposits, staggered method of open/close procedures etc.)
* Train staffs on daily responsibilities, brand promotion and customer service activities.
* Completes and delivers performance appraisal based on defined goals and objectives for their employees on a timely manner
* Evaluate employee performance and develop individual development plans.
* Evaluate existing business procedures and recommend improvements.
* Address customer issues and queries in accurate and timely manner.
* Maintaining and increasing standards of customer service
* Driving team performance
1. **Company: Kidlat and Kulog, Inc / Sweet Ecstasy**

**Industry: Food Industry**

**Address: 10 Jupiter Street Corner Asteriod Street Bel-Air Village, Makati City**

**Position: Area Manager**

**Date: January 11, 2016 – June 21, 2016**

**Duties and Responsibilities (Job Description)**

* Manage daily operations of branch office to meet business goals.
* Supervise and guide a team of professionals to maximize revenue.
* Develop safe and positive work environment for staffs.
* Ensure customer satisfaction by delivering timely and quality services.
* Develop business plans for optimal use of resources and time.
* Interview, recruit, and trainstaff.
* Develop marketing plans to achieve sales target and increase brand visibility within the assigned area.
* Organize regular meetings with management to discuss about business updates, issues and opportunities.
* Executes, enforces and manages all food safety and sanitation requirements and health and safety program
* Ensures all security procedures and cash handling policies and procedures are executed properly (cash deposits, staggered method of open/close procedures etc.)
* Train staffs on daily responsibilities, brand promotion and customer service activities.
* Completes and delivers performance appraisal based on defined goals and objectives for their employees on a timely manner
* Evaluate employee performance and develop individual development plans.
* Evaluate existing business procedures and recommend improvements.
* Address customer issues and queries in accurate and timely manner.
* Maintaining and increasing standards of customer service
* Driving team performance
1. **Company: McDonald’s / Golden Arches Development Corporation**

**Industry:Food Industry**

**Address: 16th Floor Citibank Building Paseo de Roxas Makati City**

**Position: Second Assistant Manager**

**Date:July 2, 2008 – March 1, 2015**

**Duties and Responsibilities (Job Description)**

* Business Extension Segment System
* McDonald’s Delivery System
* Demonstrates and reinforces leadership behaviors and basic people minimums (uniform, crew schedules, etc.) necessary to gain commitment from crew and leadership
* Executes a plan, based on an employee commitment measurement, to increase employee’s loyalty satisfaction and pride with the McDonald’s experience
* Knows, enforces and educates crew on all appropriate personnel policies, labor laws, security and safety procedures
* Uses basic human relations, communications and follow up skills and treating crew people as customers
* Manages the development and training of crew and HPS, including crew initial follow up orientation
* Completes and delivers performance appraisal based on defined goals and objectives for their employees on a timely manner
* Frequently talking to customers to measure and improve their satisfaction with their McDonald’s experience
* Maintains critical standards for all crew stations and maintenance as needed
* Uses pre-shift and shift planning tools to ensure optimum QSC
* Manages shift and or areas without supervision. Prepares shift changeover for the next manager
* Performs assigned daily, weekly and monthly equipment calibration
* Supports market-wide promotions to maximize sales potential
* Supports my store marketing plans to maximize sales potential with the community
* Assist in the implementation of new products and procedures
* Controls assigned P&L line items
* Controls food cost, waste and cash while managing shifts and/or areas
* Supervises delivery of raw products
* Crew payroll system
* Personnel system
* Training system
* Executes, enforces and manages all food safety and sanitation requirements and health and safety program
* Ensures all security procedures and cash handling policies and procedures are executed properly (cash deposits, staggered method of open/close procedures etc.)
* Completes assigned daily paperwork, weekly inventories and statistical report, etc
* Uploads attendance data in the payroll system daily
* Audit and verify all cash sheet for BOG, GC’s overring, refunds, SCD, deposit slips and reports to RM
* Post and file PCV pouches and reports to RM
* Update sales book on a daily basis

1. **Company: Sourceasia**

**Industry: Hospitality**

**Address:**

**Position: Hr Assistant**

**Date:**

**Duties and Responsibilities (Job Description)**

* Assists HR Director with various research projects and/or special projects
* Assists with recruitment and interview process
* Schedules meeting and interviews as requested by HR Manager
* Makes photocopies, fax documents, and performs other clerical functions
* Files papers and documents into appropriate employee files
* Assists or prepares new employee files
* Performs other duties as assigned
* Provides secretarial support by entering, formatting and printing information; organizingwork; answering the telephone; relaying messages; maintaining equipment and supplies
* Maintains quality service by following organization standards
* Maintains technical knowledge by attending educational workshops
1. **Company: Metropolitan Bank and Trust Company**

**Industry: Bank Industry**

**Address: Makati City**

**Position: Bank Teller**

**Date: June 18, 2007 – October 15, 2007**

**Duties and Responsibilities (Job Description)**

* Provides account services to customers by receiving deposits; cashing checks; issuing saving withdrawals;
* Records transactions by logging cashier’s checks, traveler’s checks and other special services; preparing currency transaction reports
* Informing customers of new services and product promotions; ascertaining customers’ needs; directing customers to a branch representative
* Providing special statements, copies and referrals
* Reconciles cash drawer by proving cash transacations; counting and packaging currency and coings; tuning in excess cash and mutilated currency to head teller; maintaining supply of cash and currency
* Complies with bank operations and security procedures by participating in all dual-control functions
* Maintains customer confidence and protects banks operations by keeping information confidential
1. **Company: Infonxx**

**Industry: Hospitality**

**Address: RCBC Building Makati City**

**Position: Call center Agent**

**Date: April 18, 2006 – February 26, 2007**

**Duties and Responsibilities (Job Description)**

* Answering customer queries for specific location and specific place
* Resolves service problems by clarifying the customer’s complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
* Effectively manage large amounts of incoming calls
* Identify and assess customers’ needs to achieve satisfaction
* Provide accurate, valid and complete information by using the right methods/tools
* Follow communication procedures, guidelines and policies
* Take the extra mile to engage customers

**MACHINES /TOOLS/EQUIPMENT / APPLICATIONSTHAT I KNOW HOW TO USE:**

* Computer / Laptop
* POS
* Telefax
* Printer
* Photocopier
* Microsoft Office

**SEMINARS / TRAININGS /ACHIEVEMENTS**

|  |  |  |
| --- | --- | --- |
| **Date:** | **Title:** | **Conducted By:** |
| 2017 | Management Development Program Level 1 | Domino’s Pizza Philippines |
| 2014 | Basic Customer Care | McDonald’s |
| 2012  | Basic Customer Care | McDonald’s  |
| 2011 | Crew Orientation Program | McDonald’s  |
| 2011 | Effective Management Program Class | McDonald’s |
| 2011  | Dean’s Lister Effective Management Class |  |
| 2011  | Team Challenge Winner Effective Management Class |  |
| 2010 | Basic Training for Pollution Control Officer | McDonald’s |
| 2009 | Advanced Shift Management Class | McDonald’s |
| 2009 | Dean’s Lister Advanced Shift Management |  |
| 2008 | Basic Shift Management Class | McDonald’s |
| 2008 | Team Challenge Winner Basic Shift Management Class |  |
| 2008 | Food Safety Class | McDonald’s |
| 2008  | Power from within | Sourceasia Training  |
| 2008 | English Proficiency Program | Sourceasia Training |
| 2008  | Your being in Service | Sourceasia Training |
| 2008 | Food and Beverage Service | Sourceasia Training |

**CAREER RELATED SKILLS**

* Ability to work under pressure
* Attention to detail
* Budgeting
* Business Communication skills
* Calculating data
* Coaching Skills
* Comparing Results
* Customer service skills
* Dealing with complaints
* Decision making skills
* Delegating skills
* Goal setting
* Handling money
* Interpersonal communication skills
* Interviewing
* Leading teams
* Meeting deadlines
* Maintain accurate records
* People management skills
* Performing clerical works
* Organizing files
* Motivating others
* Recruiting
* Training people
* Supervising employees
* Supervising operations
* Taking personal responsibilities

**KNOWN LANGUAGES**

|  |  |  |  |
| --- | --- | --- | --- |
| **Language** | **Speak** | **Read** | **Write** |
| English | Yes | Yes | Yes |
| Filipino | Yes | Yes | Yes |

**CONTACT DETAILS**

**Mobile #: +973 39846915**

**Landline #: none**

**Email Address: graceey00@yahoo.com**

**Current Address: Manama**