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**Ronnel Villena Enriquez**

No.345 Caniogan Calumpit Bulacan

Philippines 3003

Mobile: 33573437/32158335

Add @ : www.nhel\_enriquez12@gmail.com

**Career Objective:**

To obtain my post in the department that i belong with the challenges of the company that will offer the possible growth of my professional career advancement.

Seeking a position in a food and beverage industry, in an upscale setting for which my food safety certification and exceptional skills will help to uphold the establishment's reputation and first class service

**Qualification Summary:**

- Knowledge in principle and process in providing customer service including the needs, assessments with the customers to meet and provide total customer satisfaction

- Strong communication skills and interpersonal abilities

- working under minimum supervision.

**Working Experience:**

**McDonalds Bahrain**

Fakhro Restaurants

Post: Manager Trainee

June 19 2018 to present

Knowledge in:

-Shift Management

-Product & Inventory Management

-Cash Management

-People Management

-Equipment Maintenance

-Profit & Loss Computation

**Post: Outlet Manager**

Tom Dick and Harry’s Pub & Grab

Kuala Lumpur Malaysia

TTDI Branch

January 2016 – June 18 2017

Job Description

**Outlet Manager**

**Duties and Responsibilities:**

* Responsible for company’s outlet performance on personnel management, beverage and foods and other services and operations. Monitor and make sure that there is a smooth running of customer service areas and satisfaction.
* In-charge of performance and sales of the company and ensures that the company’s profits and goals are met. Take monthly inventories with our supplies and maintain an optimum stock level so as to meet our customer’s demand. To avoid excess and detect waste for optimum profit without affecting the company’s performance

Knowledge in:

*Product & Inventory Management*

*Sales and Profit Management*

*Shift Management*

*People Management*

*Equipment Cleaning and Maintenance*

*Cash Management*

**Senior Waiter/Floor Supervisor**

Tom Dick and Harry’s Live

Kuala Lumpur Malaysia

Pavilion Branch

Duration: June 2013 – January 2016

**Duties and Responsibilities**

**-**Follow the rules and regulation set by the F/B Head or the Outlet Manager

-Follow the Set Guidelines set by Management on Branch Hands on Standards

**General Responsibility:**

1. -In the absence of the outlet manager or outlet in charge to take the full responsibility of the restaurant operation and sees the status of all staff.
2. -to carry on all task and make sure of the implementation of the standard operating procedure that was set by the management
3. -to be an example to all staff and be a good leader.
4. -checking for all costumer welfare, providing the needs and anticipating the flow of operation.
5. -taking full responsibility for all costumer and securing the need and their welfare as they dine and walk inside the premise of the restaurant.
6. -taking full responsibility for all staff on duty and securing the need and their welfare.
7. -training and assessing new hired member of the team.

***Excapade Sushi Restaurant***

Bandar Seri Begawan Brunei Darussalam

**Post:** Branch Supervisor

Duration: December 2010 - December 2012

**Job Description:**

*Senior Waiter*

- Follow the rules and regulation set by the F/B Head.

*Branch Head*

-Follow the Set Guidelines set by Management on Branch Hands on Standards

**Duties and Responsibilities**

Accomplishes department objectives by supervising staff; organizing and monitoring work process.

1. Maintains staff by recruiting, selecting, orienting, and training employees; developing personal growth opportunities.
2. Accomplishes staff job results by coaching, counseling, and disciplining employees; planning, monitoring, and appraising job results; conducting training; implementing enforcing systems, policies, and procedures.
3. Maintains safe and healthy work environment by establishing and enforcing organization standards; adhering to legal regulations.
4. Completes operations by developing schedules; assigning and monitoring work; gathering resources; implementing productivity standards; resolving operations problems; maintaining reference manuals; implementing new procedures.
5. Controls expenses by gathering and submitting budget information; scheduling expenditures; monitoring variances; implementing corrective actions.
6. Provides quality service by enforcing quality and customer service standards.
7. Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications.
8. Contributes to team effort by accomplishing related results as needed.

**National Corporation for Tourisms and Hotels**

City of Abu Dhabi United Arab Emirates

**Post:** Waiter/ Food Server

Duration: June 2008 - June 2010

**Job Description:**

- Follow the rules And Regulation of the catering division.

**Duties and Responsibilities**

1. To provide prompt and courteous food and beverage service in all outlet
2. To sort the count covers of all meal served daily.
3. To coordinate with the production in charge
   1. -to comply with NCTH health, safety and hygiene policy
   2. -to help the head waiter in preparation in all party that will be hosted by the division.

**Jollibee Foods Corporation**

Apalit Pampanga Philippines

**Post**: Kitchen Service Crew

**Job Description**

**-** Follow the Standard Operating/ cooking Procedure of the Kitchen Department

**Duties and Responsibilities**

1. To assure the product availability in the kitchen production
2. To maximized the availability by using sales level calendar
3. As a production controller, take charge of the daily kitchen usage and wastage.
4. checking of shelf lives and food status
5. Crew Training

**Training and Seminar Attended:**

**Title: Integrated Hotel Restaurant & Passenger ship Operation**

**Cinelle Training Center/ January 2008**

Sampaloc Manila Philippines

*Scope:*

- Table set up

-Food and Beverage Department Duties Responsibilities

-Good Service Orientation

**Title: Essential in Food Safety**

**RMK Experts**

Abu Dhabi Food Control Authority / December 2008

City of Abu Dhabi United Arab Emirates

*Scope:*

- HACCP Orientation

- Proper Food Preparation

- Safe food for the customers

**Title: Food Safety**

**Jollibee Foods Corporation**

Apalit Pampanga Philippines / November 2005

*Scope:*

-Standard Store Operation (Kitchen)

-Safe food for Customers

-Food Handler Standards in Handling Food

**Personal Information:**

Name: Ronnel Villena Enriquez

Age: 31

Birthdate: May 12.1987

Birth Place: Calumpit

Sex: Male

Height: 165cm

Weight: 68 kgs

Citizenship: Filipino

Religion: Roman Catholic

Language Spoken: English/ Tagalog / Basic Arabic/ Basic Bahasa Malayu

***In Case of Emergency please notify:***

Name: Cristeta Villena Enriquez

No.345 Caniogan Calumpit Bulacan 3003

Mobile:

***Personal Reference***

Name: Ms.Fhey Santos

Operation Manager

**Excapade Sushi Restaurant**

Brunei Bandar Seri Begawan

Tel #: 2443012

Name: Mr. Tan Lih Song

Accountant

**Five Ideas Sdn Bhd**

Kuala Lumpur Malaysia

Tel: +60126298077

Identifications:

SSS I.D: 0223102497

TIN I.D: 238590870

Phil Health I.D: 190265

Passport: EC7511941

Issued at: Philippine Embassy Malaysia

Expiry: April 22 2021

the above information is all true based on my own knowledge and beliefs.

***Ronnel Villena Enriquez***

APPLICANT