



RANDY TORNO GUECO

Supervisor, Florence La Maison Mediterranean

Adliyah, Al Manamah, Bahrain

Blk 338, Villa 118, Rd.3803

Mobile No. : **36354352**

E-Mail address : randy.gueco@gmail.com

PERSONAL DATA:

Nationality	:	Filipino
Marital Status	:	Married
Date of Birth	:	December 12, 1978
Place of Birth	:	Angeles City, Philippines
Passport No.	:	EC4268313
CPR / Driving License No.	:	781236967

PROFESSIONAL OBJECTIVE

- To have a rewarding and responsible position within a company with the potential for advancement based upon initiative, performance and where my abilities, experiences motivation to succeed and expand horizon of social network.

PERSONAL CHARACTERISTICS:

- Goal-driven highly proactive, result-oriented team player and builder.
- Can represent a company in a positive and professional manner.
- Highly organized and dedicated with a positive attitude.
- Able to handle multiple assignments under high pressures and consistently meet tight deadlines.
- Have excellent written and oral and interpersonal communication skills.
- Thrive on working in a challenging environment.
- Excellent public relation skills.

WORK EXPERIENCE:

Restaurant Supervisor
Sofitel Hotel & Resorts
Thalassa Sea & Spa

Dec. 2016 - 2018

Duties and responsibilities:

- Assist in overall supervision of Restaurant Operations.
- Communicate with Kitchen staff in regards to nightly specials, house counts, reservations, guest concerns.
- Assign restaurant stations for AM/PM staff; map out reservations.
- Assign opening and closing duties for staff.
- Conduct pre-meal informational meeting with AM/PM staff.
- Assist with the training of all new restaurant associates.
- Assist with opening duties, checking tables for accurate settings, dimming of lights, etc.
- Check for completion of AM/PM side duties before staff is allowed to check out.
- Assure quality of guest service is maintained, assisting whenever necessary.
- Perform duties of host/server/attendant when necessary.
- Check public restrooms for cleanliness.
- Assist with daily timekeeping exception report when manager is unavailable.
- Assist with the cleaning of dining room, i.e., chairs, linen room, wait stations.
- Performs all other related duties as assigned.

Assistant Metre'D Hotel
Rit'z Carlton Hotel & Spa Bahrain
Trader Vic's Bar & Resto

Nov. 2015 - Dec. 2016 (5 years)

Senior Captain Waiter
Rit'z Carlton Hotel & Spa Bahrain
Trader Vic's Bar & Resto

July 2012-Nov.2015

Waiter
Rit'z Carlton Hotel & Spa Bahrain
Trader Vic's Bar & Resto

Nov 2011-July 2012

Duties and responsibilities:

- The primary goal is to ensure diners are receiving high-quality service.
- Oversee the day to day duties range from training of all levels of servers.
- Overseeing the proper customer order and flow of dishes.
- Informing staff about restaurant's specialties, events, offers and dish availabilities
- Keeping the dining areas clean, organized and presentable to all customers specially VIP customers.

Duties and responsibilities:

Sales Supervisor
British Home Store (BHS)/Tape A'Loeil
Sitra, Kingdom of Bahrain

Mar. 2007-Oct. 2011 (4 years +)

Duties and responsibilities:

- Coaches others to drive sales and deliver excellent customer service, focused upon delivering the brand/jawad retail standards and store level.
- Assists with developing the rest of the team in all aspects of their role.
- Determine Daily Coupons
- Ensure pricing is correct
- Work on store Displays
- Coach, train, counsel, recruit, and discipline employees.
- Evaluate on the job performance of sales team
- Identify future and current trends that appeal to consumers
- Ensuring merchandise ready to be displayed clean
- Ensure items are in stock and maintain inventory
- Analyze financial and operating statements for profitability ratios
- Ensuring Promotions are in with company's standards
- Monitor local competitors
- Organize sales staff schedule
- Assist sales staff in achieving sales targets
- Handle customer complaints, question and issues

Call Center Agent(Inbound/Outbound)
Cyber City Telemarketing LTD.
Clark Field, Angeles City, Pampanga
Philippines

April 2002-2006

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EDUCATION:

College:	Bachelor of Science and Business Administration Major in Business Management Holy Angel University Angeles City Loyalty Medalist 1996-2001
High School:	Holy Angel University Angeles City Loyalty Medalist 1992-1996
Elementary:	Holy Angel University Angeles City 1986-1992

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SKILLS:

- Can speak and write English fluently. Can slightly understand Arabic.

- Can able to manipulate computer.
- Have a good driving maneuver (Have a valid driving license in Bahrain and Philippines)
- Can able to relay message to the recipient on a clear manner.

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CHARACTER REFERENCES:

- Dino Pilapil, (+971525946711)- Talent & Culture Manager, Fairmont Hotel
- Katherin Suarnaba (39720948) – Restaurant Supervisor, Trader Vics
- Jerome Esguerra, CPA (36338284) – Senior Accountant, Bahrain Pharma

I hereby declared all information above is true and accurate.

Randy T. Gueco