

Edwin R. Tejero Jr.

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Mission Statement

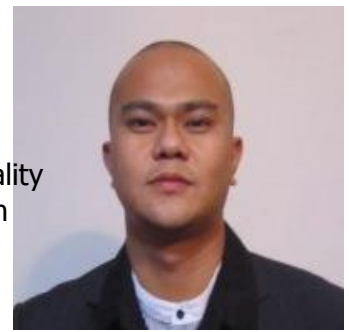
Strive to exceed guest/ employer expectations by delivering exceptional service. Maintain guest centricity in all initiatives and interactions, always putting the guest first.

Trainings

- Train The Trainer
- Team Trainer
- Sushi Bar Training
- Developing Talent
- First step of leadership
- Praise Me
- Communication skills
- English Training
- Lobster Ink
- Learning Links
- Tea and Coffee training
- Epicure training
- Adaco Training
- Micros Operation
- PIC training
- Fire and safety training.
- HACCP training
- Basic food hygiene

Service Manager

As a fully qualified Head Waiter, with my Twelve years of experience in the hospitality Industry. I am confident that the passion for giving excellent service, together with my knowledge and skills would make a big difference in your company.



Key Points

Have fifteen years' Experience in the Hospitality industry
Have Four year's experience in managerial level
Have worked in 4 different 5 star hotels 2 as opening team
Pre opening team of **Texas Roadhouse Qatar**
Pre opening team of **Jumeirah Messilah Beach Hotel & Spa**
Pre opening team of **The Regency Hotel Kuwait.**
Pre Opening team of **Apple Bee's Restaurant Bar & Grill**
Have

Six years consistently held as Supervisor Position
Understand the basic accounting responsibility in the restaurant.
Have a Bachelor of Hotel and Restaurant Management.
Outstanding guest/employee relations and communication skill.
Strong ability to solve practical problems effectively internal and external customers.

Professional experience

Texas Roadhouse (Steak Restaurant)

Service Manager (Alshaya company)

August 2015 to Present

Duties & Responsibilities.

- Interview, hire, train, oversee, and sometimes fire employees
- Manage the inventory and order food and beverages, equipment, and supplies
- Oversee food preparation, portion sizes, and the overall presentation of food
- Inspect supplies, equipment, and work areas
- Ensure employees comply with health and food safety standards and regulations
- Investigate and resolve complaints regarding food quality or service
- Schedule staff hours and assign duties
- Maintain budgets and payroll records and review financial transactions
- Establish standards for personnel performance and customer service

Character and reference

Distribute reports to the appropriate personnel

MARIA ONTALAN

Restaurant manager

Texas Roadhouse

Cel : +97450297864

Maria.ontalan@alshaya.com

MOHAMMAD ALKHATEEB

F&B Manager

Jumeirah Hotel

Cel : +965 55538686

Moh.alkhateeb@jumierah.com

Jumeirah Messillah Beach Hotel & Spa

Team Leader (Tea Lounge , Aqua & Arabesque Restaurant)
November 2012 to July 2015

Messilah , Kuwait

Duties & Responsibilities

- Develop a strategy the team will use to reach its goal
- Provide any training that team members need
- Communicate clear instructions to team members
- Listen to team members' feedback
- Monitor team members' participation to ensure the training they are being provided is being put into use, and also to see if any additional training is needed
- Manage the flow of day-to-day operations
- Create reports to update the company on the team's progress
- Distribute reports to the appropriate personnel

The Regency Hotel Kuwait

Head Waiter (AL Liwan Lobby Lounge)

March 2009 to November 2012

Al Bada'a , Kuwait

Duties & Responsibilities

- Cooperating with the host/hostess to seat patrons and assign wait staff to tables
- Training new staff in food service technique and restaurant procedures
- Managing customer concerns and complaints about staff using conflict resolution skills
- Providing excellent customer service to set a good example for staff
- Keeping staff content with excellent leadership and communication skills
- Resolving customer complaints in a professional manner.

Computer skills

MS Word

MS Excel

MS PowerPoint

Micros Fidelio

Highest Education attained

Bachelor In Hotel Restaurant Management

Personal Info.

Age: 38
Nationality: Filipino
Religion: Catholic
C. Status: Married
Date of birth: Nov 18 1981
Language: Tagalog, English
Arabic

Apple Bee's Restaurant Bar & Grill

Expert (Restaurant Supervisor)

June 2006 to July 2008

Al-Khobar , Saudi Arabia

Duties & Responsibilities

- Managing restaurant staff's work schedules.
- Conducting regular inspections of the restaurant kitchen to determine whether proper standards of hygiene and sanitation are maintained.
- Overseeing food preparation, presentation, and storage to ensure compliance with food health and safety regulations.
- Checking in on dining customers to enquire about food quality and service.
- Monitoring inventory and ensuring that all food supplies and other restaurant essentials are adequately stocked.
- Monitoring the restaurant's cash flow and settling outstanding bills.
- Reviewing customer surveys to develop and implement ways to improve customer service.

Resolving customer complaints in a professional manner.

Radisson Sas Jeddah Saudi Arabia

Waiter (Hokaido , Japanese Restaurant)

October 2003 to September 2005

Jeddah , Saudi Arabia

The Westin Hotel & Towers

Waiter (Sunset Lounge)

March 2001 to August 2003

Jeddah , Saudi Arabia

