



JOHN FRANKLIN RECTO

RESTAURANT SUPERVISOR

PROFESSIONAL PROFILE:

A hospitality professional with 10 years of excellent experience in customer service, food and beverage service. A motivated leader with strong organizational and prioritization ability.

CONTACT DETAILS:

Mobile: (973) 3655-3171

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Address: Flat No. 13, Bldg No. 1393, Area 318, Hooraa, Manama, Kingdom of Bahrain

ACCOMPLISHMENTS AND TRAININGS:

Tony Roma's Zayed Town Branch
EMPLOYEE OF THE MONTH (Apr 2015)

Tony Roma's Zayed Town Branch
EMPLOYEE OF THE MONTH (Nov 2014)

Jasmi's Corporation WLL - Bahrain
Basic Food Safety and Personal Hygiene
Training (Feb 17, 2015)

Jasmi's Corporation WLL - Bahrain
Guest Satisfaction Training (Nov 25, 2014)

COMPETENCIES:

- Excellent time management
- Adherence to high customer service standards
- Food and beverage handling expert
- Hardworking and fast learner
- Strong verbal and written communication skills
- Ability to communicate and motivate colleagues
- Effective problem solver
- Knowledgeable in Microsoft Office and POS system functions

ACADEMIC BACKGROUND:

Lipa City Colleges, Philippines

Associate in Health Science Education
Graduate, Class of 2008

Eastern Bacoar National High School

Graduate, Class of 2006

CAREER HISTORY:

Restaurant Supervisor

Jimmy's Killer Prawns, Bahrain | 05 July 2017 - present

- Assists the GM in training, supervising, counseling, disciplining, and conducting briefing to outlet staff.
- Move throughout the floor and kitchen area to visually monitor and take action to make sure food quality and service standard are met.
- Resolves guest complaint according to restaurant policy in a professional manner.
- Speaks to guests to make sure they are comfortable and solicits feedback.
- Ensures that checklists, requisitions and proper opening and closing functions are being completed each shift.
- Conducts monthly inventory.
- Ensures cleanliness of all outlets on a daily basis.
- Contacts suppliers, maintenance, and pest control.
- Remains calm and alert, especially during emergency situation and/or heavy restaurant activity, and serving as a role model for all staff.

Waiter

Jimmy's Killer Prawns, Bahrain | 05 July 2015 - 04 July 2017

- Greeted guests and made sure they were satisfied by assisting them with seating, and serving.
- Clearly communicated with the kitchen.
- Accurately took orders from guests, entered on the POS, and collected payment.
- Maintained cleanliness of all dining tables and work areas.
- Made menu recommendations, and properly answered guests questions.
- Prepared restaurant's special beverages at the bar counter.

PERSONAL PROFILE:

Nationality: Filipino
Religion: Catholic
Age: 30
Height: 5'9

REFERENCE:

Mr. Alessandro Demarsico
Jimmy's Killer Prawns - General Manager
Mobile: (973) 3698 2502
Landline: (973) 1711 1151

Ms. Eleonor Samson
Jimmy's Killer Prawns - Assistant Chef
Mobile: (973) 3434 1542
Landline: (973) 1711 1151

Mr. Tristan Tirona
BHX Facilities Support Services - Business
Development Manager
Mobile: (973) 6635 7671 or (973) 3506 5124

CAREER HISTORY:

Waiter

Tony Roma's, Bahrain | June 2013 - June 2015

- Warmly greeted guests
- Ensured guests are satisfied by assisting with seating, serving, and clearly communicated with the kitchen.
- Made menu recommendations, and answered guests questions.
- Accurately took orders from guests.
- Entered orders on the POS, and collected payment from guests.
- Maintained cleanliness of all dining tables and work areas.
- Properly followed restaurant and company policies and proper hygiene.

Waiter

Century Park Hotel, Philippines | Apr 2008 - Sep 2011

- Welcomed hotel guests, and made sure they were comfortable and satisfied.
- Accurately took orders from guests, and coordinated clearly with the kitchen and cashier.
- Maintained cleanliness of all dining tables and work areas.
- Properly followed restaurant and company policies and proper hygiene.