



KATHERINE S. MALIG

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Skilled and results-driven professional with remarkable hospitality industry experience, which include food service capacity, inventory tracking and restocking, processing payments, and cleaning and sanitizing equipment. Powered with flexible nature and ability to maximize customer satisfaction and loyalty by meeting customer requests and preferences. Adept in developing and maintaining positive relations with customers and the management. Articulate communicator, bilingual in English and Filipino. Savvy in Microsoft Office (Word, Excel and PowerPoint). **Core competencies, include:**

Event Planning | Graphic Design | Register Operations and Transactions | Cash Management | Customer Service Orientation
Equipment and Premises Cleaning | Inventory Tracking and Restocking | Order Taking and Modification

RELEVANT EXPERIENCE

Waitress/Barista, DOME CAFE B.S.C, BAHRAIN: 2019 – 2020

- Delivered remarkable service to customers by presenting up-to-date information on specials or new items, as well as answering questions and accepting orders and payments.
- Educated customers on brewing methods highlighted the differences between coffee and tea blends, along with brewing equipment to help customers decide on what to purchase.
- Assisted in preparing foods, such as sandwiches or baked goods, as well as in grinding and blending coffee beans, brewing coffee and tea, and serving items to customers.
- Ensured that food and beverages for sale were well-packed.
- Sanitized equipment and utensils to ensure cleanliness throughout the work and dining areas.
- Improved food quality through application of constant learning on brewing methods, beverage blends, food preparation, and presentation techniques.
- Attracted customers by regularly updating signage and displays.
- Proficiently handled inventory and replenished items in display cases, at tables, or behind the counter.
- Strictly observed all food safety regulations and quality controls as a dynamic member of a high-energy team.

Barista/Cashier, STARBUCKS PHILIPPINES, ANGELES, PAMPANGA: 2017 – 2018

- Assumed a dynamic role in ensuring the provision of exceptional service to ensure positive customer experience.
- Demonstrated remarkable capability to perform diverse functions, such as taking orders, working behind the counter, handling cash, and serving hot drinks, cold beverages, over iced drinks, and foods according to customer specifications.
- Accurately recorded and endorsed customer complaints or questions.
- Kept working station clean, along with restaurant areas, restrooms, and preparation areas.
- Completed all assigned daily tasks from the management and maintained good customer relations.

Bartender/Waitress/Receptionist/Inventory, OASIS HOTEL, PAMPANGA, PHILIPPINES: 2016 – 2017

- Proficiently answered customer inquiries via in person or on the telephone.
- Maintained employee and department directories to accurately direct visitors to appropriate staff.
- Played an active role in maintaining security throughout the facility by strictly following procedures, monitoring logbook, and issuing visitor badges.
- Ensured availability and completeness of supplies by monitoring liquor inventory and consumption.
- Made sure that assigned bar area was fully equipped with tools and products needed for mixing beverages and serving guests; prepared inventory or purchase requisitions as needed to replenish supplies.
- Managed an assigned house bank and followed all cash handling procedures as per hotel standard.

INTERNSHIP

On-The-Job-Training, OASIS HOTEL, CLARK PERIMETER ANGELES CITY, PHILIPPINES: 2015 – 2016

Dining/Kitchen Attendant, CAFÉ JUAN, HOLY ANGEL UNIVERSITY: 2014

ADDITIONAL EXPERIENCE

Encoder/Bookkeeper, PEREGRINE CONSTRUCTION AND MANAGEMENT L.L.C., INC., PAMPANGA, PHILIPPINES: 2018 – 2019

EDUCATION

Bachelor of Science in Hotel and Restaurant Management: 2016

HOLY ANGEL UNIVERSITY (HAU), STO. ROSARIO ANGELES CITY, PAMPANGA PHILIPPINES

PROFESSIONAL DEVELOPMENT

Flower Arrangement Seminar | Basic Hotel operation and Career in Hospitality Seminar | Bar and Coffee Seminar (TGIFriday's)
Language Call Center Formula | LCCF Training