



LP M. FLOJO

CAREER OBJECTIVE:

To apply for any vacancy position where I can use my experience and education to help the company meet and exceed its goals.

ACADEMIC QUALIFICATION

Bachelor of Secondary Education

West Visayas State University – Pototan Campus, Philippines
06/2016 – 03/2010

Manduriao National High School

Mirasol, Mandurriao, Iloilo City, Philippines
06/1996 – 03/1999

Manduriao Elementary School

Mandurriao, Iloilo City, Philippines
06/1990 – 03/1996

OFFICE MANAGEMENT JOB EXPERIENCES

Administrative Assistant

Costa Coffee, Barbar Budaiya, Bahrain

- Organize and consolidate store monthly reports for Bahrain, Oman, Qatar and KSA market such as Costa Report Card (CRC), Profit and Loss (P&L) and Net Promoter Score (NPS).
- Provide general administrative and clerical support including mailing, scanning, printing and copying to management.
- Answer calls from customers regarding their inquiries.
- Schedule and coordinate meetings, appointments and travel arrangements for Managers.
- Maintain office supplies for department and organize and maintain confidential files and office records.
- General Manager's coordinating Secretary.

Marketing Coordinator (Reliever)

Costa Coffee Corporate Office – Sh. Issa Avenue, Manama

- Prepare campaigns – food & drinks promotion, marketing materials & campaign briefing.
- Arrange marketing materials with different suppliers.
- Organize travel schedules and book reservations.
- Filed and recorded corporate documentation, electronic files, inventories and reports.



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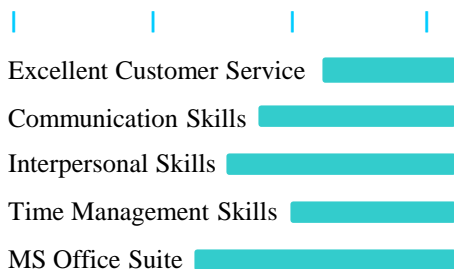


lpmargarico.flojo@gmail.com



Blk. 307, Rd. 705, Bldg. 161,
Flat 25 Manama, Al Qudaybiyah

SKILLS



2015 to August 2019

2015 to 2016

HOSPITALITY JOB EXPERIENCES

*January 2020 to
April 2020*

Barista / Counter Person

Naseef Restaurant W.L.L, Seef Mall Bahrain

- Process drink orders that range from basic to complex, quickly and efficiently.
- Maintain clean working environment per company best practices.
- Develop specialty coffee drinks to be featured on our monthly menus. Monitor inventory of supplies on hand.
- Maintain daily cash drawer & balanced at the beginning and end of each shift. Uphold the company's brand and high professional standards.

*October 2019 to
December 2019*

Barista / Counter Person

Ain Meem Business Café, Arad, Muharaq Branch

- Develops enthusiastically satisfied customer all of the time.
- Responds to customer needs and says thank you to every customer. Monitors inventory stocking and recording guidelines. Monitors cash handling and register policies.
- Maintains customer service area and equipment in a clean and appealing manner.
- Demonstrates just say yes behavior when taking care of customer needs.
- Follows standards for merchandising, stocking, rotating and storing all products.

2014 to 2015

Barista / Barista Maestro (Trainee)

Costa Coffee Al Hayat Branch

- Prepare or serve hot or cold beverages, such as coffee, espresso drinks, blended coffees, or teas. Clean or sanitize work areas, utensils, or equipment.
- Adhering to all food safety regulations and quality controls.
- Clean service or seating areas. Check temperatures of freezers, refrigerators, or heating equipment to ensure proper functioning.
- Describe menu items to customers or suggest products that might appeal to them. Order, receive, or stock supplies or retail products. Provide customers with product details, such as coffee blend or preparation descriptions.

2010 to 2014

Service / Production Shift Manager




Mang Inasal Incorporated, Philippines

- Established service / production standards of efficiency, minimum wastages and maximum utilization of resources (Manpower, Method, Machines and Materials).
- Supervise service / production process to ensure the implementation of company standards.

CERTIFICATES & TRAININGS

03/2019		Food Safety Training Costa Coffee Academy, Barbar Budaiya – Manama Bahrain
07/2017 – 09/2017		MS Excel Basic, Certificate of Completion, Top 2 in Class Training Plus Institute, Filipino Institute - Manama ,Bahrain
05/2013		Skills Enhancement and Education Development for Students (SEEDS) Training Academy, Mang Inasal Incorporated, Philippines
05/2011		Values Revolution Workshop Mang Inasal, Marymart Mall, Iloilo City, Philippines
10/2010		Seminar Workshop in Student Teaching West Visayas State University, Philippines
06/2009 – 07/2009		100 Hours Finishing Course for Call Centre Agent JIB e-Academy & Solutions / TESDA, Philippines
04/2009		English Proficiency Training JIB e-Academy & Solutions / TESDA, Philippines
12/2009		Community First Aid Training (COMFAT) Audio Visual Room West Visayas State University, Philippines
02/2009		Fighting Techniques Seminar Workshops West Visayas State University, Philippines – Open Field

CERTIFICATES & TRAININGS

12/2008		First Aid & Scouting Seminar Workshop Audio Visual Room, West Visayas State University, Philippines
09/2007		Community Resource Management Residence Hotel, Iloilo City, Philippines
09/2006		First Aid & Scouting Seminar Workshop Lelac Inn & Jess Café Jaro, Iloilo City, Philippines

PERSONAL INFORMATION

Permanent Address	: F. Parcon St., Pototan, Iloilo, Philippines
Birthdate	: 15 th April 1982
Birth Place	: Iloilo City, Philippines
Height	: 5'2"

Weight	: 136 lbs.
Sex	: Female
Civil Status	: Married
Religion	: Roman Catholic
Nationality	: Filipino

CHARACTER REFERENCES

Available upon request.

Sgd. LP M. FLOJO
Applicant