



JOYCYLYN L. REYES

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SUMMARY

A self-driven and passionate person with a winning attitude and desire to deliver an exceptional results who wants to pursue a career in a company where I can be an effective tool in the achievement of its organizational goals. Extensive restaurant background and food service experience. Focused on selling high expectations and raising service standards and exceptional training skills set.

HIGHLIGHTS

- Full service restaurant background
- Hiring and Training
- Operation Management
- Proven leadership skills
- Written and communication skills

ACCOMPLISHMENTS

- Grow With Us Programme Year 2019 Level 2 Participant
- Grow With Us Programme Batch 2 Year 2015 participant
- First Brand Ambassador of the Year 2014 (Shake Shack)
- International Trainer(opened Shake Shack in Turkey, Lebanon and Russia)
- Quarter 1 MVP 2014-Phase 1, Shake Shack
- Audit Champion

WORK EXPERIENCE

RESTAURANT MANAGER/TRAINING MANAGER – JANUARY 2019- JULY 2020

SHAKE SHACK BAHRAIN CITY CENTRE

ALSHAYA TRADING W.L.L. – BAHRAIN

- Hire, train, develop and supervise staff
- Ensure all food safety procedures are strictly adhered to according to sanitary regulations
- Work closely with management to meet revenue and KPIs objectives
- Implement appropriate strategies to resolve adverse trends and improve sales

- Maintain safe working conditions
- Follow company policies and procedures regarding the handling of cash, property, products and equipment
- Audit inventory levels to ensure product availability, and order products as necessary
- Serve as acting Area Manager if away to the market

ASSISTANT RESTAURANT MANAGER – FEBRUARY 2017- DECEMBER 2018

SHAKE SHACK BAHRAIN

ALSHAYA TRADING W.L.L. – BAHRAIN

- Assist the Restaurant Manager as directed
- Hire, train, schedule and manage employees in daily tasks
- Develop good customer relationships and address customer service needs
- Manage purchasing, inventory, maintenance and other operational functions or according to areas of responsibilities
- Develop strategies for better workplace efficiency and goal achievement
- Liaise between managers, customers and employees
- Serve as acting Restaurant Manager if away

RESTAURANT SUPERVISOR/INTERNATIONAL TRAINER - APRIL 2016-FEBRUARY 2017

SHAKE SHACK

ALSHAYA TRADING W.L.L. – BAHRAIN

RESTAURANT SUPERVISOR - SEPTEMBER 2012 – APRIL 2016

SHAKE SHACK

MH ALSHAYA W.L.L. - KUWAIT

- Ensure to run a smooth operations by maintaining and adhering to brand and company standards
- Implement measures to maintain quality food and service in the restaurant and correct non-conformance with set standards.
- Exercises guidance to supervisors and overall management of employees through the implementation of all policies, SOPs, rules and regulations set by the Brand and the company
- Handle several area of responsibilities such as Audit, Training, Scheduling, Maintenance, P&L, Inventory and Administration
- Facilitate training as needed to the store
- Successfully planned facilitate special events
- Responsible in training new joiners, Management in Training on certain areas

RESTAURANT MANAGER APRIL 2012-AUGUST 2012

CAFÉ MARY GRACE-PHILIPPINES

- Scheduled and directed staff in daily work assignments to maximize productivity
- Continually monitored restaurant and took appropriate action to ensure food quality and service standards were consistently met
- Minimized loss and misuse of equipment through proper restaurant supervision and staff

- training
- Directly reporting to Area Manager

ASSISTANT STORE MANAGER MARCH 2011-DECEMBER 2011

CALIFORNIA PIZZA KITCHEN

GOURMET GULF COMPANY-DUBAI, UNITED ARAB EMIRATES

- Developed and maintained exceptional customer service standards
- Optimized profits by controlling food, beverages on a daily basis
- Consistently maintained high levels of cleanliness, organization, storage and sanitation of food and beverage products to ensure quality
- Perform restaurant walk-throughs to gauge timeliness and excellent service quality
- Developed and maintained a staff that provided hospitable, professional service while adhering to policies

AREA OPERATIONS MANAGER JANUARY 2009-FEBRUARY 2011

JOEY PEPPERONI PIZZERIA

RFM CORPORATION-PHILIPPINES

- Planned programs and strategies, and directs overall operations to promote customer goodwill and achieve the sales target of the restaurant on a monthly and yearly basis
- Reviews and approves Marketing reports such as LSM proposals, LSM Pre- and Post-Evaluation reports, and System-wide Promo reports.
- Managed 10 stores across Manila and Provincial Areas
- Recruit and hire people or various position
- Directly reporting to Operations Manager
- Built sales forecast and work closely with the managers to achieve desired productivity targets.

BRANCH MANAGER DECEMBER 2007-SEPTEMBER 2008

MAX'S RESTAURANT

MAX'S DE MERCEDES INC- PHILIPPINES

- Responsible for the over-all efficient, effective and profitable management of the restaurant in all aspects of operations, sales and marketing, administration. Planning and Organizing of all resources to ensure excellent service to the customers.
- Communicated well and used interpersonal skills to establish positive relationship with guests and employees
- Directly reporting to Area Manager and ensure specific targets are being met
- Discuss Profit and Loss statement with the owner, recommend LSMs and marketing plan to achieve sales target
- Ensures proper implementation and monitors results of all LSM promos
- Trained, guides, motivates, and disciplines employees to ensure their professional development and personal growth and, at the same time, ensures productivity and viability of the restaurant

BANQUET AND SALES COORDINATOR JULY 2005-JANUARY 2009

MAX'S RESTAURANT

MAX'S ERMITA INC – PHILIPPINES

- Act as a Marketing arm of Branch Manager
- Ensures the smooth implementation of branch's sales building activities and projects such as

- system wide programs, package programs and/or local store marketing
- Reports progress and status directly to the Branch manager and Marketing Service Officer
- Ensures that required research activities and product monitoring are implemented accurately
- Implements community relations projects, Ensures that PR is implemented in various government agencies or organizations
- Ensures that branch merchandise is correctly and prominently implemented
- Implements customer relation activities
- Monitors the condition of signage installed within the restaurant and other advertising materials installed within the trading area and coordinates with MSO
- Party pre-preparation procedures, set-up, hosting and after sales coordination

CUSTOMER SERVICE ASSISTANT DECEMBER 2002-JUNE 2005

MAX'S RESTAURANT

MAX'S ERMITA INC. – PHILIPPINES

- Greet guest and sat the on tables or waiting areas
- Take and rang up orders, handed payment and thank the guest
- Responsible for daily set up of tables and chairs ensuring cleanliness on a timely manner

WIREBONDER INSPECTOR JUNE 2001-DECEMBER 2001

AMERTRON INCORPORATED- PHILIPPINES

SENIOR CASHIER OCTOBER 2000- APRIL 2001

JOLLIBEE

JOLLIBEE FOOD CORPORATION - PHILIPPINES

EDUCATION

COMPUTER SCIENCE APRIL 2000

DIPLOMA

PHILIPPINE COMPUTER SCIENCE INSTITUTE

TRAINING AND CERTIFICATES

GWU Cetificate

Person-In-Charge Level 1 Training

Shift Management

Mentor-Mentee Training

Enlightened Hospitality

Hospitality 101

Train the Trainer Course

Management Training Program

Shift Management Training Program

Basic Marketing Training Program

Extra Service Challenge

Cake Lettering and Troubleshooting Program

Max's Service Compliance

The Banquet Training

PR Media 101

Train the Trainers Culture Mindset

Basic Restaurant Management

PERSONAL INFORMATION

- Place of Birth: Manila, Philippines
- Date of Birth : 18 August 1982
- Sex : FEMALE

SKILLS

- Computer Literate
- Driving Skills
- Audit and Training background
- Great organizational skills
- Result-oriented

CHARACTER REFERENCES

1. Greg Hirst
Senior Operations Manager
Shake Shack MENA
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