



# GERMAINE QUITAIN

Operations Manager

## Career Objectives

"To secure a long-term career that utilizes my years of experience and giving me the opportunity to have professional growth while making a significant contribution to the company. My goal is to be a valued asset."

## PROFILE

### CONTACT

PHONE:  
049 5238064  
09498145382

EMAIL:  
quitain.germaine@gmail.com

## HIGHLIGHTS

---

- 11 years of experience in food service operation in a Casual Dining Restaurant
- Experience includes business operation, accounting, marketing and recruitment
- Highly skilled and proficient with the use of computers and various applications especially with the Microsoft Office: PowerPoint, Word and Excel, and knowledge in using POS
- Very well trained in handling guests complains and needs
- Well experienced in high stress environment with attention to detail and re-enforcement
- Can drive manual and automatic.
- Customer service oriented.

## WORK EXPERIENCE

---

### **ADOBO MIX PLATE (Filipino and Korean Fusion)**

San Pablo City, Philippines  
Operations Manager  
December 2016-Present

#### **Job Description and Responsibilities:**

- Overall monitoring of the Standard Operating Procedures of FOH and BOH for both branches.
- Impose discipline and control in FOH and BOH
- Monitor if important implementations are being followed by all concerns.
- Improve the PACE AND INTENSITY of all FOH staff while on floor.
- 100% Table Visit  
Objective: To be able to establish a good relationship with the guests thru table visit.
- Monitor all the inventory.
- Recruit competitive employees within the branch whom can be productive and contribute profit in the branch.
- Developing new menu and update.
- Cost controlling in every part of the restaurant.

### **51TALK**

English Online Teacher  
July 2015 – July 2016

### **Maids.Ae**

Dubai, United Arab Emirates  
**Homebased-Recruitment Staff/Facebook Chatter**  
October 20, 2015 – March 30, 2016

#### **Job Description and Responsibilities:**

- Accept calls from the maid applicants thru Skype Application.
- Interview and Evaluate applicants for failed or passed, send applicants to record thru “google sheet”
- If Failed, immediately inform the applicant and move forward to the next call.
- If Passed, immediately inform the applicant and proceed with the approved applicant form and get details from her and add her on FB acct of Maids.ae.
- Proceed with the next call
- We also answer chat inquiries and concerns thru facebook messenger.

**BISTRO – Creative Resto Concept Inc. (CRCI)**  
**BULGOGI BROTHERS Korean Restaurant**  
**Restaurant Manager – OIC**  
September 2014- July 2015

**Job Description and Responsibilities:**

- Manages both Front and Back of the House Departments
- Directly reports to Director of Operations
- Develop annual operating budget
- Control Monthly profit and loss factors including Food and Beverage, Labor, Utility and Operating Supplies Cost
- Continually monitor restaurant operation and take appropriate action to ensure food quality and service standards are consistently met
- Planning and implementing Local Store marketing
- Coordinate training programs developed by Training Department to improve SERVICE, PRODUCTIVITY, and FOOD QUALITY
- Recruit competitive employees within the branch whom can be productive and contribute profit in the branch.

Achievement: Awarded as the Highest Score in Mystery Shopper Program for all Bulgogi Brothers Stores.

**BISTRO – Creative Resto Concept Inc. (CRCI)**  
**BULGOGI BROTHERS Korean Restaurant**  
**Restaurant Manager**  
October 2013- September 2014

**BISTRO – Creative Resto Concept Inc. (CRCI)**  
**BULGOGI BROTHERS Korean Restaurant**  
**MANAGER IN TRAINING**  
September 2012- October 2013

**Job Description and Responsibilities:**

- Shall be responsible in monitoring and supervision of the FRONT-OF-THE-HOUSE OPERATIONS and STANDARDS. Ensuring that the SEQUENCE OF SERVICE is strictly followed. FUN/ENERGETIC ATMOSPHERE should always BE EVIDENT.
- Impose discipline and control in FOH.
- Monitor if important implementations are being followed by all concerns.
- Provide monthly contest to increase/improve monthly sales to reach the monthly targets. Achieve an AVERAGE CHECK of P 550.00 per month and 90 premiere cards.
- To reach target FOH LABOR COST of 6% PER MONTH.
- Improve the PACE AND INTENSITY of all FOH staff while on floor.
- Will work together with the General Manager in improving the Local Store Marketing.
- 100% Table Visit

Objective: To be able to establish a good relationship with the guests thru table visit.

- Ensuring that Door person consistently adhere with the Guest Recognition
- Will monitor OPERATING SUPPLIES INVENTORY and have **40,000 OR 2% OSI COST PER MONTH** whichever is lower without compromising the availability of all stocks needed for daily operations.

- Ensure to update the management team thru text and all updates, what's happening and what's new during your shift and document in the endorsement logbook.
- Recruit competitive employees within the branch whom can be productive and contribute profit in the branch.

**BISTRO – Creative Restto Concept Inc. (CRCI)**  
**BULGOGI BROTHERS Korean Restaurant**  
**Dining Supervisor**  
 August 2012-September 2012

**BISTRO – Creative Resto Concept Inc. (CRCI)**  
**BULGOGI BROTHERS Korean Restaurant**  
**Food Server/ Key Employee**  
 October 2011-August 2012

**BISTRO ITALIANO INC.**  
**ITALIANNI'S Restaurant**  
**Food Server**  
 Greenbelt 2, Makati City Branch  
 January 2011 – July 2011

**BISTRO ITALIANO INC.**  
**ITALIANNI'S Restaurant**  
**Food Server**  
 Solenad, Brgy. Sto. Domingo, Sta. Rosa City, Laguna Branch  
 September 2009 – September 2010

**Job Description and Responsibilities:**

- Frontline representative
- Primary provider of service to the guests during the meal
- Takes guests orders for food and beverages
- Enter the orders and transmits them to the kitchen
- Delivers meals to the guests
- Checks back with the guests to ensure satisfaction
- Process payment for meals
- Responsible for maintaining a clean, safe and sanitary environment for the guests in their station
- Stacking and setting up the restaurant to meet the needs of the guests
- Making the guests feel comfortable, safe and more than satisfaction.

**EDUCATIONAL BACKGROUND**

---

**TERTIARY**  
**COLEGIO DE SAN JUAN DE LETRAN**  
 Calamba, Laguna  
 Inclusive Dates: 2004-2008  
**Course: Bachelor of Science in Hospitality Management**  
**Major: Hotel and Restaurant Management**  
**Case Study:** “The Standard Purchasing, Receiving and Storage Procedures of The Coco Palace Hotel in San Pablo City, Laguna - June 2007- March 2008

**SECONDARY**  
**SAN PABLO COLLEGES**  
 San Pablo City, Laguna  
 Inclusive Dates: 2000-2004

## **TRAININGS**

---

### **THE BISTRO GROUP**

Excellent Reflex

### **THE BISTRO GROUP**

Train the Trainer-T3 Workshop for General Manager

### **THE BISTRO GROUP**

Train the Trainer-T3 Workshop for Restaurant Manager

### **THE BISTRO GROUP**

How to be a Great Leader

### **THE BISTRO GROUP**

Exceeding Great Expectations

### **THE BISTRO GROUP**

“What is expected of me” Workshop for Restaurant Manager

### **THE BISTRO GROUP**

Food Safety

### **TESDA**

Front Desk and Housekeeping Operation November 5-9, 2007

### **Center for Culinary Arts – Manila**

Alternative Program for International Cuisine

September 14, 2007

### **T.G.I. Friday’s Bar and Restaurant**

Training on Bar and Restaurant Operation

March 13, 2007

### **Tamayo’s Catering Service, Restaurant and Flower Shop**

Bartending, Flower Arrangement and Table Setting

January 16, 2006

## **REFERENCES:**

### **Ms. Barbara Patiño**

#### **Bulgogi Brothers Philippines**

Research and Development Chef

Contact No.: 0917-302-1349/ 0917-589-9834

### **Ms. Nemia Dimayuga**

#### **HR Manager**

The Bistro Group

Contact No.: (02) 8317141

### **Mr. Rommel Turbanos**

#### **CRCI (Creative Restaurant Concept Inc.)**

Vice President of Operations

Contact No: 0917-540-9065

I hereby certify that the above information is true and correct to the best of my knowledge and capability.

**Germaine A. Quitain**