

# Melisa Mae C. Enad

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## Profile

Competent with an appropriate level of training, interpersonal and multi-tasking skills, as well as has genuine passion in providing excellent customer service and creating a positive impact for a pleasant and delightful dining experience to valued guests. One who is reliable, trustworthy, and consistently aims to render high quality service to guests while staying motivated, hospitable, time efficient in performing beyond expected tasks. Equipped with 1 year, 5 months, and ongoing work experience in the food and beverage service in a 18-story 4-star international hotel that provides comprehensive amenities that are suitable for guests needs, comfort, and leisure activities. One who is committed to do full-time work in the hospitality, tourism, and recreation industry in Canada to contribute and further exhibit my heart to serve.

## Education

### **Food & Beverage Services Course**

#### **Magsaysay Center for Hospitality & Culinary Arts (MIHCA)**

128 F Ramos St. Cebu City, Philippines

March 2019 to July 2019

### **Bachelor of Science in Airline Management**

Indiana Aerospace University

Kagodoy Road, Basak, Lapu-lapu City Cebu, Philippines

June 2008 – March 2012

## Certification

### **Food & Beverage NC II**

Valid until **July 2024**

## Work Experience

### **Food & Beverage Service Attendant**

Savoy Hotel Mactan

The Mactan Newtown Blvd Lapu-lapu City  
Cebu, Philippines

**16 October 2019 to Present date**

### **Food & Beverage Service Attendant**

Crimson Resort & Spa

Seascapes Resort Town Mactan Island  
Lapu-lapu City, Cebu Philippines

**1 August 2019 to 30 September 2019**

## **Responsibilities**

- Greet and escort customers to their tables
- Present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies)
- Prepare tables by setting up linens, silverware and glasses
- Inform customers about the day's specials
- Offer menu recommendations upon request
- Up-sell additional products when appropriate
- Take accurate food and drinks orders, using a POS ordering software, order slips or by memorization
- Check customers' IDs to ensure they meet minimum age requirements for consumption of alcoholic beverages
- Communicate order details to the Kitchen Staff
- Serve food and drink orders
- Check dishes and kitchenware for cleanliness and presentation and report any problems
- Arrange table settings and maintain a tidy dining area
- Deliver checks and collect bill payments
- Carry dirty plates, glasses and silverware to kitchen for cleaning
- Meet with restaurant staff to review daily specials, changes on the menu and service specifications for reservations.
- Follow all relevant health department regulations
- Provide excellent customer service to guests

### **Customer Service Representative**

SYKES Asia Inc.

Synergis IT Center F. Cabahug St. Cebu City, Philippines

12 June 2017 – 15 March 2019

### **Air Cargo Supervisor**

MIASCOR Ground handling Corporation

Rapid Building Airport Road Cebu City, Philippines

18 December 2011 – 09 December 2016

## **Trainings Attended**

### **Ship Security Awareness Training & Seafarers with Designated Security Duties**

MLM Trust Maritime Training & Review Center

540-542 JIF Building M.J Cuenco Ave. Cebu City, Philippines

9 November 2020

### **Passenger Ship Crowd Management Training**

Philasia Maritime Services Training Center Inc.

Cebu Liok Kui Building JL Briones Ave. Cebu City, Philippines

17 March 2020 & 9 August 2020

**Basic Training**

New Simulator Center of the Philippines, Inc.  
3F Capitol Square, Escario St. Brgy. Capitol Site Cebu City, Philippines  
26 February 2020 to 5 March 2020

**Food & Beverage Server - Internal On-the-Job Training**

Illumine Fine Dining Restaurant  
Magsaysay Center for Hospitality & Culinary Arts (MIHCA)  
128 F Ramos St. Cebu City, Philippines  
May 2019 to July 2019

**Reference****Engelbert Billiones**

Food & Beverage Supervisor  
Savoy Hotel Mactan  
The Mactan Newtown Blvd Cebu, Philippines  
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**Albert Carillo**

Food & Beverage Team Leader  
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