

MARIA SALVE M. TULANG

60 Kalikasan Street Karangalan Village, Pasig City 1600 Philippines
Contact Number: +639453803993

Email Address: salve.tulang@gmail.com



JOB OBJECTIVE:

To pursue a career in which professionalism, organisational activities, creativity and public contact will be utilised and enhanced to produce effective and efficacious results for my employer and highly commendable service from my clients.

SKILLS AND ATTRIBUTES:

Proven leadership/managerial abilities (able to motivate personnel and reach desired objectives)
Diligent, flexible and highly innovative.
Has leadership ability in aiming for the company's goals.
Highly skilled at problem identification/problem resolution
Results oriented.
Patient, hardworking, trustworthy, fast learner, high achiever and matured.
Excellent in both oral and written communication.

EDUCATION:

Bachelor of Science in Business Administration
Major In Business Management
Philippine School of Business Administration (PSBA, Quezon City)

EXPERIENCES:

Position : **DINING MANAGER** (Feb 2018 - present)

Company: **THE ALLEY by VIKINGS**
UP Town Center, Central Diliman, Quezon City, Philippines

Duties & Responsibilities:

Schedules personnel and plans dining set up and based upon anticipated guest counts and client needs.
Takes reservations, check table reservation schedules and maintains reservation log.
Greets and seats members and guests.
Supervises dining staff to help assure proper service.
Inspects dining staff to ensure that they are in proper and clean uniforms at all times.

Hires, trains, supervises, schedules and evaluates dining staff.
Receives and resolves complaints concerning food , beverages and service.
Assures the correct appearance, cleanliness and safety of dining areas, equipment and fixtures, checks the maintenance of all equipment in the dining and reports deficiencies and maintenance concerns.
Attends scheduled staff meetings.
Performs other tasks that may be assigned from time to time.

Position : **Outlet Manager** (June 2013 - November 2017)

Company : **Fika Swedish Cafe & Bistro , Singapore**
257 Beach Road Corner Arab Street, Singapore 199539

Duties & Responsibilities:

Handle full operation of the restaurant.
Provide friendly and professional service to customers.
Responsible for the hiring and retention of full-time and part-time crew members.
Plan staff strength and roster.
Lead a team of dedicated service providers at front and back of the house.
Manage inventory control and usage.
Cashiering
Costing
Barista
Ensure proper handling for all operation equipment and records and ensure compliance to all standards and perform work according to SOP.
Collaborate with Operations Manager to review all employee performance and provide training to increase all performance.
Maintain excellent customer service by stressing “the customer comes first” in all weekly employee meetings.
Handling of events reservations and preparations.

Position : **Management Trainee** (March 2013 - June 2013)

Company : **Sarika Connoisseur Pte. Ltd , Singapore**

Duties & Responsibilities:

Assist managers in all daily operations of the store and responded to employee and customer concerns and compliments.
Provide back up supervisory assistance.
Participated in sales and up selling techniques.
Cashiering, Inventories and Scheduling.

Position : **Customer Service/Technical Support Executive (BPO)**

Companies: **Sitel Philippines** (November 2011 - February 2013)
Account Name; Hewlett Packard (US Based)

Teletch Customer Management, Phils. (Sept 2006 - Sept 2013)
Account Name: Charter Communications (US Based)

Duties & Responsibilities:

Hands on experience in making outbound calls for sales and inbound calls for customer support and technical support.

Interact with customers to provide and process information in response to inquiries, concerns and requests about product and services.

Gather customers information and determine the issue by evaluating and analysing symptoms.

Handling complaints in a diplomatic way.

Diagnose and resolve technical hardware and software issues for voice, internet or data installation, connection issues, email clients and more.

Research required information using valuable resources.

Identify and escalate priority issues per client specifications.

Accurately process and record call transactions using a computer & designated tracking software.

Follow up and makes scheduled callbacks to customers when necessary.

Stay current with system information, changes and updates.

Able to take credit card orders over the phone.

Fully aware of all laws and regulations regarding data protection.

Position : **Shift Leader/ Shift Supervisor** (September 1998 - April 2005)

Company: **Golden Tri - Bloc Inc. Philippines (Dunkin Donuts Franchisee)**

Duties & Responsibilities:

Handle full operation of the outlet.

Manage all aspects of food service operations.

Supervised efficient working for customer service.

Prepared reports and resolve customer issues.

Assisted store managers and administered everyday activities.

Prepared staff schedules.

Hire, train, motivate supervise, evaluate and terminate employees.

Oversee inventory control, ordering and food sanitation and quality control of food products.

REFERENCE AVAILABLE UPON REQUEST