



JOSEPH M. DIMLA

219 Paso street Bagumbayan,
Taguig City
Philippines
+63 906 583 9036
jmdimla@gmail.com

OBJECTIVE

To make use of my interpersonal skills to achieve goals of a company that focuses on customer satisfaction and customer experience. I have strong experience in fast food industry, training people, sales and marketing, and exceptionally detailed leader.

SKILLS & ABILITIES

- Leadership Skills
- Training Skills
- Customer Service Skills
- Adept Knowledge on Microsoft Office Software (Excel, Word, and Powerpoint).
- Analytical Skills

EXPERIENCE

SHIFT MANAGER- PERI-PERI CHARCOAL CHICKEN & SAUCE BAR- LAS PINAS BRANCH WOW BRAND HOLDINGS INC.

MARCH 15, 2021- PRESENT

- Manage the Floor especially during peak hours. Ensure that excellent service and hospitality are delivered to each guest by setting and sustaining a fun, positive and energetic shift.
- Maintain the cleanliness and organization of the restaurant, which includes the dining area, restroom, kitchen and preparation areas as well as the exterior of the store in cases applicable, and the good working condition of all equipment.
- Maintain and/or upgrade the attractiveness of the restaurant to promote a vibrant and bright restaurant environment that is aligned to the brand image that the company is promoting and the brand standards that it upholds.
- Engage the guests to ensure that they have been provided with a unique and memorable dining experience. Visit each table to check on the guests' experience, build positive relationships and facilitate resolution of guest concerns, if any. Ensures that serving time and product quality standards are always achieved and surpassed whenever possible
- Effectively implement local restaurant marketing programs to drive trials and create repeat business. Lead and coach Food Servers in selling new products and promotions to guests.
- Increase the store's average check by coaching, monitoring and recognizing Food Servers in executing salesmanship techniques such as suggestive selling and up-selling.

E- COMMERCE SPECIALIST- LYKA GROCERY DIAMOND GLOBAL E- TRADING INC, - TAGUIG

OCTOBER 2020- FEBRUARY 26, 2021

- Responsible in managing product availability in Seller Centers, uploading of additional Grocery SKU's using CSV files and conducting QA of Lyka Grocery online app versus Seller center to ensure accurate pricing, matched images, and product descriptions.

JOSEPH M. DIMLA

219 PASO STREET BAGUMBAYAN,
TAGUIG CITY
PHILIPPINES
+63 906 583 9036
JMDIMLA@YMAIL.COM

MAJOR ACHIEVEMENTS:

Jollibee Food Corporation

- **Presidential Awards for Performance Excellent 2016** - the highest form of award that Jollibee Food Corporation can give to the excellent store team.
- **Happy Advocate Lead Person 2017** - Selected by Restaurant Manager Head & Area Manager.

Shakey's Pizza Asia Ventures Inc.

- Best Suggestive Seller 2013 - Yearly basis
- Employee of the Month (September) - Monthly basis

- Maintain the increasing sales of the Company by ensuring high level of customer service.
- Oversee the entire operation, processes, and maintain smoother flow of transaction.
- Responsible on tracking of order, ensure completeness of order, and meet the ideal promise delivery time.
- Supervise API and manual booking of courier.
- Closely deal with DPH team on tracking of orders. Provide feedback with service providers if necessary.

ASSISTANT RESTAURANT MANAGER 3

GOLDEN BEE FOODS RESTAURANT LLC- AL SATWA BRANCH, DUBAI UAE

JANUARY 2018- APRIL 2020

- Responsible for the supervision and overall operation of the store from marketing building sales, customer service, staff development for their daily task and motivation in order to ensure high quality standard of store operation.
- Monitor staff performance and progress specially on customer perspectives, also ensuring that all customers are treated equally, met courteously and always be knowledgeable specially on the products we offered.
- Store cleanliness, happy work environment, teamwork and high standard of customer service must be maintained and intensify.
- In charge of food safety training as senior manager
- Do daily inventories and sales report.
- Trained well and direct all staff to ensure that food safety, products preparation and cleanliness standards are always maintained.
- Achieves Restaurant operational objectives. Maintaining standards of restaurant safety and security.
- Meets restaurant financial objectives by forecasting requirements, scheduling expenditures, analyzing variances, initiating corrective action plan.
- Controls cost by validating from standards tolls they use down to staff doing portioning, always maintaining minimal waste, and ensuring high standard quality foods/products.

JOSEPH M. DIMLA

219 PASO STREET BAGUMBAYAN,
TAGUIG CITY
PHILIPPINES
+63 906 583 9036
JMDIMLA@YMAIL.COM

PERSONAL DATA

Date of Birth: May 6, 1992
Place of Birth: Taguig City,
Philippines
Height: 5'8"
Weight: 76 kg
Citizenship: Filipino
Civil Status: Single
Age: 29 yrs. Old
Religion: Christian

CERTIFICATION
Person in Charge Level 3
Training-

Food Control Department Dubai
QHSE International FZ LLE
Certificate No: FS1950566
April 1, 2018

MERIT

Awarded by High field Awarding
Body for Compliance, Dubai, UAE

**ASSISTANT RESTAURANT MANAGER 2
JOLLIBEE FOOD CORPORATION- TAGUIG**

FEBRUARY 2015- DECEMBER 2017

- Responsible in cash control during cash sales turn over and sales bank pick up.
- Responsible on calculating and updating of staff payroll twice a month.
- Monitor the people development plan of the store and training progress of staff.
- Ensure that the product quality to be serve with the customer are of standard quality.
- Initiate planning in achieving high Food, Service and restaurant Condition record.
- Responsible in implementation and monitoring sales program per shift, evaluation and monitoring of cost management program.
- Monitor implementation of standards on products being served with the customers.
- Responsible in receiving items and documentation of deliveries receipt like chilled, frozen and dry product deliveries

FOOD SERVER
SHAKEY'S PIZZA ASIA VENTURES INC.- SUCAT

JUNE 2013- NOVEMBER 2014

- Responsible in maintaining high standard of guest service.
- Ensures that suggestive selling is consistently done for each guest to help increase daily sales.
- Ensuring that all condiments, plate and other things we use in dining area are complete and clean.
- Perform opening duties such as setting the tables, replenishing condiments and attending shift huddles.
- Ensuring that all guest special request is being attended, and basic complaints are being handled effectively.

JOSEPH M. DIMLA

219 PASO STREET BAGUMBAYAN,
TAGUIG CITY
PHILIPPINES
+63 906 583 9036
JMDIMLA@YMAIL.COM

EDUCATION**LYCEUM OF ALABANG**

BS Hotel and Restaurant Management
2009-2012

STI COLLEGE GLOBAL CITY

BS Hotel and Restaurant Management
2008-2009

BAGUMBAYAN NATIONAL HIGH SCHOOL

High School
2004-2008

REFERENCES

Mrs. Rya Agudo +63 932 846 1180
Area Manager, Rizal area
Jollibee Food Corporation

Mr. Will Ubaldo +63 956 905 5952
Restaurant Manager
Shakey's Kuwait International

Ms. Katrina Cassandra M. Lopera +63 997 428 6139
Customer Logistics Specialist
Outsource Quality Assured Service