

# Sarah Juanillo

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**Assistant Manager** with an extensive experience in hospitality management, food and beverage service and gaming industry. Possess excellent leadership skills and time management skills.

## Experience

August 2019 to Present

### Assistant Manager RESORTS WORLD MANILA

Responsible for assisting the Manager to supervise and guide the Supervisors and service staff to provide excellent guest service and work efficiently. Other key responsibilities are:

- Oversee the day to day food and beverage operations by checking there is an ample supply of all essential operating equipment through a checklist.
- Sets targets for the staff in order to achieve the daily target revenue and minimize operating expenses
- Ensures that excellent customer service is provided to the guests by religiously doing shift rounds to monitor and assist where needed.
- Conduct daily shift briefings, prepare roster and station assignment.
- Coordinate with Human Resources to ensure there is enough personnel to provide excellent service without compromising the Company standard
- Maintain detailed logs and reports of incidents and services performed in the Outlet.

## Key Skills

- Excellent Communication Skills, both written and oral
- Strong work ethics
- Good Team Player
- Keen attention to detail
- Literacy in MS Office, SAP, Infogenesis, Micros and G Suite
- Effective Interpersonal Skills

## Education

Bachelor of Science: Hotel and Restaurant Management- 2008  
Polytechnic University of the Philippines

## Hobbies

- Hiking – best way to de-stress, renew and refresh the mind and spirit
- Reading- good exercise for the mind and provides continuous learning.
- Travelling- broadens not only your horizon but your mind as well

August 2016 to August 2019

**Restaurant Supervisor**  
**RESORTS WORLD MANILA**

Grand Wing, Remington Lounge and Café, Bar 180

Responsible for supervising and leading the service staff with the desired flow of service according to the shift's operational requirement. Other key responsibilities are:

- Conduct shift briefings and prepare station assignment.
- Initially handle guest complaints and escalate to the Manager when needed.
- Monitors par stock and bar inventory to establish daily consumption and demand
- Perform stocks requisition through Ariba and Materials Control application
- Coordinate equipment repairs and maintenance

February 2012 to August 2016

**Executive Officer to the Senior Director of Food and Beverage**  
**RESORTS WORLD MANILA**

Food and Beverage Department

September 2009 to February 2012

**Service Ambassador**  
**RESORTS WORLD MANILA**

Noodle Works Asian Restaurant, Maxims Dining Buffet and Gaming

## **Trainings Attended**

**Basic Life Support Course with AED**

RESORTS WORLD MANILA

August 30, 2017

**Train the Trainer Workshop**

RESORTS WORLD MANILA

April 17 to 19, 2017

**Workplace Hygiene and Sanitation Training**

RESORTS WORLD MANILA

October 5 to 6, 2016

## **Character Reference**

**HUBERTUS CRAMER**

Managing Director

Stratcore Trade and Services, Inc

0917-8190265

**OLIVER ALFARO**

Restaurant Manager, Resorts World Manila

0916-7342217