



Objectives:

Seeking position that could enhance my

Knowledge and capability learned through education and experience.

FREDDIE A. ANTONIO

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Summary of Qualifications

- 10 + years of Customer related experiences from various hospitality services
- Highly effective in accommodating as well as anticipating beyond customer needs
- Hardworking, thrives under pressures and goes beyond assigned tasks
- Maintains positive attitude and able to handle and solve critical situations needed to be attended to
- Ability to work without or less supervision
- Computer literate (word, excel and internet browsing)

Relevant Work Experiences:

November 27 2014 – Present

Restaurant Captain

Courtyard Marriott, Diplomatic Quarter
Riyadh Saudi Arabia

Duties and Responsibilities

- Always greet and welcome guests promptly in warm and friendly manners.
- Always thank and give fond farewell to guests conveying anticipation for their next visit.
- Assist guest with table reservation, assist guest while seating and ensure guest are serviced within specific time.
- Able to answer any question regarding menu and assist with menu selection and able to anticipate any unexpected guest need and reacts promptly and tactfully.
- Communication with the kitchen regarding any menu questions, the length of wait and product availability and additional meal requirements, allergies, dietary needs and special requests to the kitchen.
- Responsible for clearing, collecting and returning food and beverage items to proper are and to maintain cleanliness for work areas, china, glass, etc. throughout the shift.
- Ensure that hotel brand standards and SOP's are consistently implemented and work with fellow staff and managers to ensure that the restaurant achieves its full potential.

October 2010 – November 2013

Assistant Manager

Burger King, Olayan Food Service Company
Riyadh Saudi Arabia

Duties and Responsibilities

- Plan, Organize, direct, control and evaluate restaurant operations and performance
- Ensures that training of managers and staff are monitored and followed up for proficiency.
- Set staff work schedules and monitor staff performance.
- Control inventory and monitor revenues.
- Resolve customer complaints and ensure health and safety regulations are implemented and followed.
- Negotiate arrangements with suppliers for food and other supplies.

July 2008 – September 2010

Supervisor

Burger King, Olayan Food Service Company
Riyadh Saudi Arabia

Duties and Responsibilities

- Ensure a positive guest experience.
- Provide a product of superior quality, prepared according to company specifications.
- Answer guest inquiries and complaints. Interact with all guests through effective dining room management.
- Maintain established speed of service standards.
- Maintain a clean, safe environment for guests and employees.
- Supervise employees while in charge of shift.

August 2007 – July 2008

Kids Party Coordinator

Burger King, Olayan Food Service Company
Riyadh Saudi Arabia

Duties and Responsibilities

- Greet, acknowledge and interact with members and children in a friendly manner
- Engage children in interactive activities that include storytelling, organized arts and crafts, singing and games
- Monitor and interact with children to maintain a safe and healthy environment with respect to other children, equipment, and surroundings.
- Articulate knowledge of Kids Academy programs and services, policies and procedures
- Promote Life Time Kids programs, products and services
- Clean and maintain the Child Center and program area

Special Skills

Skilled in training, development and management of people, organized, systematic and detailed – oriented and excellent communication skills

Seminar / Training Attended and Award

- Associate of the Month Certificate Month of September 2017
- Associate of the Month Certificate Month of December 2017
- Courtyard Service Essential
- Courtyard Room Operation Level 2
- In the Beginning
- Basic Management Training
- Basic Food Hygiene
- Inventory Management Workshop
- Coaching Workshop
- Profits and Loss Workshop
- Seminar in Marketing

Education

ASSOCIATE IN HOTEL AND RESTAURANT MANAGEMENT

ISABELA STATE UNIVERSITY
CAUAYAN, ISABELA
Graduated in March, 2003

PERSONAL DATA

Date of Birth : December 13, 11981
Place of Birth : San Mateo, Isabela
Religion : Roman Catholic

References

Character references will be made available upon requests.

I hereby certify that above information is true and correct to the best of belief

Signature

