

GIOVANNI MENDOZA VILLANO

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PROFESSIONAL SUMMARY

(FOOD AND BEVERAGE MANAGER | PROFESSIONAL BARTENDER)

Food and Beverage Manager for more than 6 years. Trained and developed for extremely fast-paced working environment. Equipped with genuine knowledge in food and beverage industry operations, seasoned with unique experiences from well-known organization.

WORK EXPERIENCE

Marina Bay Sands Singapore (Integrated Resort) 2018-2020

Bar In-Charge (Bartender)

- Managed the entire bar operations
- Initiated extra mile services
- Created memorable guest experiences
- Introduced fantastic cocktail and mocktail menus
- Practiced a harmonious working atmosphere
- Deployed colleagues work duties and responsibilities
- Supervised working stations
- Validates Operational Standards
- Orients, Trained colleagues for additional knowledge and information's
- Motivates colleagues for extra ordinary service to exceed guest expectations
- Monitored Stock level and Inventory
- Handled POS computer system
- Processed and balanced daily sales
- Supervised cash handling procedures
- Maintained standard hygiene and sanitation code compliance
- Monitored routinely all operational tools and equipment's functionality and condition

La Amigos Singapore (Restaurant and Bar) 2010 -2018

Restaurant Manager

- Managed the entire restaurant/bar operations

- Prepared the teams schedule and payroll
- Supervised the squad's productivity
- Hiring and Training of new staff
- Dealt with suppliers and marketing platforms
- Introduced profitable concepts and promotions
- Oversaw front and back of house operational flow
- Responded to all guest concerns and issues
- Resolved untoward incidents
- Interacted with guest for good and bad feedbacks
- Maintained the establishment orderliness
- Secured company properties and belongings

EDUCATION

Don Bosco Technical College - Highschool Diploma

Don Bosco Technical College - Industrial Draftsman (vocational)

Patts College of Aeronautics – Aircraft Technician (Undergraduate)

SKILLS

- Ability to adopt, learn and speak multinational language+(**IELTS**)
- Strong Leadership
- Establishing restaurant and bar concepts
- Creating personal drinks menu
- Developing good and effective organizational system
- Developing high level working culture and attitude
- Accountable and resilient
- Ability to work extended hours shift, day time or graveyard
- Creating unforgettable memories
- Crowd magnet
- Facilitating charity drive
- Cooking
- Driving
- Forklift Operating
- Handyman
- Project coordinator
- Residential construction management