

ALNER GONZAGA IROY

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ADDRESS: BLK 2 LOT 26 AVIDA RESIDENCES
DASMARINAS BRGY. SALAWAG
DASMARINAS CAVITE PHILIPPINES

DRIVING LICENSE: PHILIPPINES DRIVER LICENSED (International)



Performance Summary:

Customer-service oriented individual with extensive experience of working in the food service industry. Highly qualified to handle "front of the house" by employing exceptional food service and supervision skills. Special talent for anticipating customers' requirements and providing them with correlating food and beverage services. Effectively ensures that food service is performed in a professional manner at all times. Demonstrated expertise in distributing tasks to each waiter / waitress according to their specific abilities to handle them. Track record of preparing and presenting training programs, briefings and SOPs.

Personal

- Willing to take personal responsibility for making things happen.
- Identifying changes which could be made to improve results.
- Aware of own personal strengths and development's needs.

Core Competencies

Relationship Building
Food Preparation
Restaurant Security
Recruit Development

Business Planning
Portioning Control
Complaint Escalation
Food Quality Maintenance

Supervision
Inventory Management
Wine Recommendations
Fine Dining

PROFESSIONAL EXPERIENCE

ROYAL CARIBBEAN CRUISE LINE

JANUARY 2011 – Present

Position: Waiter

DUTIES AND RESPONSIBILITIES

- Greet customers politely as they enter the restaurant, introduce self to customers, and show customers to their tables.
- Present menus to customers, maintain an up-to-date working knowledge of the menu items and daily specials.
- Explain the menu items in terms of preparation, ingredients and presentation.
- Be aware of allergy information on menu items and answer inquiries about food and beverage items on the menu.
- Offer food and wine suggestions, inform customers of special items not listed on the menu.
- Take food and beverage orders accurately including any special requests.
- Check customer's identification to ensure they meet alcohol legal age requirements.
- Check food orders with customers to ensure correctness.
- Input the order into POS System, work with bartenders to fill beverage orders.
- Work with kitchen staff to process and expedite food orders.
- Pre-set table for the orders, deliver and serve food at tables.
- Use established food handling and serving techniques.
- Ensure customers are satisfied with their food orders, beverages and service.
- Upsell food and beverage items throughout the meal.
- Monitor customer's needs and promptly handle requests.
- Handle customer complaints in a polite and professional manner.
- Maintain the table setting by clearing courses as completed, replacing utensils, refreshing water glasses, dealing with spills.
- Prepare and provide customers with accurate check for the meal and process cash and credit card payments.
- Maintain a clean and organized service area.
- Dispose of trash according to established procedures and perform any side-work as requested.

- Comply with safety, health and hygiene policies and procedures as per the company guidelines.

REGENT SEVEN SEAS CRUISES

MARCH 2008 – OCTOBER 2010

Position: Waiter

DUTIES AND RESPONSIBILITIES

- Greeted customers and escorted / directed them to their seats.
- Offered menus and provided suggestions by explaining ingredients and cooking styles.
- Took orders for food and beverage items and relayed orders to the kitchen area.
- Followed up on orders and served food and beverage items after ensuring appropriate portioning.
- Assisted cashiers in preparing checks and transacting cash and credit card payments.
- Ascertained the cleanliness of the restaurant area and ensured that all tables were properly bussed.

HOLLAND AMERICA LINE

APRIL 2007 – FEBRUARY 2008

Position: Galley Utility / Steward

DUTIES AND RESPONSIBILITIES

- To maintain the highest standards of cleanliness and to follow the Shipboard Sanitation and Health Program at all times in assigned areas in all Galleys and food outlets (including dishwashing and sanitation of china, glassware and silver).
- To follow the proper garbage disposal and separation procedures as well as the proper procedures in regard to storing, using and disposing of Chemicals as per Environmental Standard Operating Procedures at all times.
- To ensure that all Electrical and Mechanical Galley Equipment is cleaned and maintained according to schedule and as per instructions and Manufacturers Manuals to avoid damage and personal injury.
- To do additional duties in other departments such as gangway duties, stores loading, luggage handling, light luggage, etc. as necessary.
- To clean Galleys and food outlets (including pot washing, dishwashing and sanitation of china, glassware, silver, pots, pans, etc.) according to schedule and instruction from the Sous Chef, following the detail of USPH standards.
- To follow the Shipboard Sanitation and Health Program in regard to cleaning and to ensure that all that all pertinent SMS, Health and Sanitation regulations (USPH and all other Port Health Authorities) are being upheld in his area of responsibility at all times.
- To follow the proper garbage disposal and separation procedures (including color coding as per Environmental Standard Operating Procedures) at all times.
- To follow the proper procedures in regard to storing, using and disposing of Chemicals and to ensure that the necessary safety precautions are taken as per Environmental Standard Operating Procedures.
- To ensure smooth operation during meal hours for china, glassware and silverware.
- To keep assigned lockers clean and tidy at all times and in accordance to safety rules and regulations.
- To ensure that all cleaning equipment is properly and securely stored away when not on duty.
- To follow and execute the Shipboard Sanitation Program and to complete and update all Sanitation Log sheets as per policy.
- To do additional duties in other departments such as gangway duties, storing, garbage offloading, luggage handling, etc. as necessary.
- To report work orders to the Sous Chef when deficiencies are noted or when maintenance is required and to follow up on the work orders in a timely manner.
- To complete a Work Registration Form correctly every month and to submit it to the Executive Chef in a timely manner.
- To adhere to all Company Policies and Procedures, Manuals and Directives.

HOLIDAY INN MANILA - PHILIPPINES

March 2005-September 2005

Position: Waiter

DUTIES AND RESPONSIBILITIES

- Greet and escort customers to their tables.
- Present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies).
- Prepare tables by setting up linens, silverware and glasses.
- Inform customers about the day's specials
- Offer menu recommendations upon request
- Take accurate food and drinks orders, using a POS, order slips.

- Communicate order details to the Kitchen Staff
- Serve food and drink orders
- Check dishes and kitchenware for cleanliness and presentation and report any problems
- Arrange table settings and maintain a tidy dining area
- Deliver checks and collect bill payments
- Carry dirty plates, glasses and silverware to kitchen for cleaning
- Meet with restaurant staff to review daily specials, changes on the menu and service specifications for reservations.
- Follow all relevant health department regulations
- Provide excellent customer service to guests

FIRST INTERNATIONAL COMPUTER INC.
TAIWAN - TAIPEI

2002 – 2004

Position: Warehouse Assistant

DUTIES AND RESPONSIBILITIES

- Receiving, moving, checking and encoding incoming parts.
- Checking and inspecting goods received and ensuring they are of accurate quantity, type, and also acceptable quality.
- Packaging and labelling products before they are dispatched.
- Making sure that all inventory processes are completed on the same day.
- Maintaining and servicing warehouse tool, machinery and Equipment's.
- Labelling goods that have arrived at the warehouse.
- Operating a forklift, boom truck and front-end loader.
- Moving and organizing stock.
- Ensuring a clean and safe workhouse for staff to work in.
- Storing stock away safely.
- Removing hazardous products from the warehouse.
- Using Mechanical Handling Equipment i.e. fork lift trucks to move goods around.
- Monitoring stock levels.
- Moving items through the warehouse from receipt to dispatch to customers.
- Accurately updating all data into computer and manual recording systems.

EDUCATIONAL BACKGROUND

COLLEGE HOLY CROSS OF DAVAO COLLEGE - Philippines

Bachelor of Science Major in Marketing

Graduated YR: 1998

PERSONAL DATA

Birth Date	:	March 11 th , 1978
Height	:	5'7
Passport No.	:	P5492066B Valid: September 09, 2030
Gender	:	Male
Status	:	Married
Spouse	:	Vilma Maya Iroy
Son	:	Aler Zaan Maya Iroy
Religion	:	Roman Catholic
Languages	:	English / Mandarin & Tagalog
Nationality	:	Filipino
Visa Status	:	US C1D Visa valid until October 2022

REFERENCE

Upon request