

ANGEL P. AMBRAD

7th Street Sitio BuroI, Barangay San Juan Taytay, Rizal

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Objective

To be a part of the company that indulges professional growth which provide challenging and rewarding career while allowing me to utilize my knowledge and skills. To give excellent performance, and to translate my experience, knowledge, skills, and abilities into value for the organization.

Employment History

Promoted to Shift Manager

McDonald's Shaw Blvd Wack-Wack 834

1st Green and Good Store in the Philippines

Golden Arches Development Corporation (McDonald's Philippines)

17th floor, Citi Bank Tower, Paseo de Roxas, Makati City, Philippines

September 2020- Present

Job Description/ Duties and Responsibilities

Shift Manager

- Reviews guest count and sales projections
- Uses Shift Management Tool and accomplishes pre-shift, during shift, and post shift tasks
- Ensures enough number of crew are scheduled to handle the shift
- Communicates to customers to measure and improve their satisfaction with their McDonald's experience
- Communicates shift targets to crew and managers and follows-up on the execution on shift\
- Delivers outstanding quality, service, safety, cleanliness, and value (QSSC & V) by achieving targets measures
- Adheres to cash handling policy

People Practices

- Demonstrates and reinforces the leadership behaviors and basic people minimums (uniform, crew schedules etc.) necessary to gain commitment from crew and managers
- Supports the action plans of the restaurant to increase employee's loyalty, satisfaction, and pride in the McDonald's brand

QSC/Sales Building

- Measures external customer's satisfaction and executes plan to improve their satisfaction with their McDonald's experience and increase their loyalty.
- Model performance standards for all crew stations and maintenance as needed.
- Maintain critical standards for raw and finished product quality, service speed, and cleanliness and sanitation.

System Handled:

- ***Training Coordinator (2019)*** Identify training needs and mapping out development plans for teams and individuals. Conducts training programs and workshops for Crews and Managers.
- ***Bet Manager (2021)*** audits and verifies cash sheets, promos and focus on Sales of store. Update tracking, check minimums and do diagnostic tools.

Promoted to Shift Manager Trainee on Probationary (SMT)

McDonald's Greenhills 003

Golden Arches Development Corporation

March 2020

Swing Manager (Crew Trainer)

McDonald's Madison 689

Golden Arches Development Corporation

January 2020

Area Supervisor Trainee (Taguig Area)

Fruitas Group of Companies

November 2019 – January 2020

Filed a Leave without pay on McDonald's Madison, and tried to apply in different company endorsed by my University.

Promoted to Crew Trainer

McDonald's Madison 689

Golden Arches Development Corporation

October 2017

Service Crew

McDonald's Greenhills 003

Golden Arches Development Corporation

June 04, 2014

Seminars/Training Attended

Basic People Class

McDonalds Training Center

Palangca st, Legaspi Village, Makati City

September 08, 2021

Food Safety Class

McDonalds Training Center

Palangca st, Legaspi Village, Makati City
November 02, 2021

**Leading Hospitality in the Next Normal
McDonalds Training Center**
Palangca st, Legaspi Village, Makati City
November 03, 2021

**Shift Leadership Transition
McDonalds Training Center**
Palangca st, Legaspi Village, Makati City
November 04-05, 2021

**Feel Good Moments
McDonalds Training Center**
Palangca st, Legaspi Village, Makati City
January 09, 2020

**1st EOTF in the Philippines
1st SOK in the Philippines
McDonald's Madison**

**1st Green and Good in the Philippines
McDonald's Shaw Blvd Wack-Wack**

Educational Background

College **Polytechnic University of the Philippines**
Bachelor of Science in Entrepreneurship
A. Mabini St. Additionhills, San Juan City 1800
June 2015 – December 2019

Highschool **Cainta Catholic College**
A. Bonifacio Ave. Cainta, Rizal 1900
June 2010 – March 2014

Elementary **Karangalan Elementary School**
Karangalan Dr. Karangalan Village Brgy. San Isidro
Cainta, Rizal 1900
June 2003 – March 2010

Personal Background

Date of Birth: June 28, 1998
Place of Birth: Morong, Rizal

Gender: Female
Nationality: Filipino
Civil Status: Single
Religion: Roman Catholic
Height: 5'1
Weight: 154.32 lbs
Language Spoken: English and Tagalog

Character References

Leslie Andal
Restaurant General Manager
Golden Arches Development Inc.(McDonalds Philippines)

Nikki Rose Agustin
Swing Manager
McDonald's Canada (Restaurant Famille Giguère)

Rominah Dianne Regala
Swing Manager
McDonald's Canada (Restaurant Famille Giguère)