



LENEL MIKO KWAN

📍 Dammam, Eastern Province 34223

☎ +966558798240

✉ lenelmikokwan1990@icloud.com

PROFILE

Age: 31 years old
Gender: Male
Civil Status: Married
Date of Birth: July 15, 1990
Religion: Roman Catholic
Nationality: Filipino

SKILLS

- P&L (Profit and Loss)
- Performance and wage reviews
- Strong work ethic
- Passion for customer satisfaction
- Food service background
- Operations management
- Conflict resolution techniques
- Recruitment
- Staff scheduling
- Employee management
- Natural leader
- Inventory control and record keeping
- Food preparation and safety

PROFESSIONAL SUMMARY

- Dedicated, hardworking restaurant management professional with extensive daily planning and operations experience. Skilled in staff training and development.
- Talented leader offering over 10 years of experience in preparing and serving diverse foods. Capable of motivating employees to exceed customer expectations in high-volume settings while maintaining strong quality and effective cost controls. Service-oriented with good multitasking, safety management, and decision-making skills.
- Restaurant Manager with expertise in general operations management, special events, staff development and training, and recruitment.

WORK HISTORY

RESTAURANT MANAGER, 01/2017 - Current

Riyadh International Catering Corp.-McDonald's, Dammam, Eastern Province, Kingdom of Saudi Arabia

- Responsible for leading and managing restaurants.
- Ensuring the 4 key goal area of running great restaurant is on place - Profit,

Sales, Development, and QSC (Quality, Service, Cleanliness & Value).

- Deliver superior service and maximize customer satisfaction.
- Manage restaurant's good image and suggest ways to improve it and control operational costs and identify measures to cut waste.
- Implement policies and protocols that will maintain future restaurant operations.
- Ensure all employees are working within outlines operating standards.
- Report on financial performance, inventory and personnel.
- Process payroll and maintain all relevant records.

STORE IN-CHARGE, 06/2017 - 01/2018

Riyadh International Catering Corp.-McDonald's, Dammam, Eastern Province, Kingdom of Saudi Arabia

- Leadership of service team to facilitate a positive work environment focused on quality and the highest levels of service.
- Distribute schedules and provide information to crew members on the day's duties.
- Assist the Restaurant Manager with all aspects of restaurant operations. Shift management in support of management team.
- Ensure that all equipment used is in safe working order, checked regularly and any faults are reported to management, while ensuring equipment is not used until safe.

1ST ASSISTANT MANAGER, 02/2016 - 06/2017

Riyadh International Catering Corp.-McDonald's, Al Khobar, Eastern Province, Kingdom of Saudi Arabia

- Ensure that excellent levels of service are being delivered to the guests during service.
- Enforcement of service standards and operating procedures as set with Manager and service team.
- Action guest concerns and compliments by praising staff and resolve complaints in a timely manner.
- Assuming responsibility for cash for all shift, including bank deposits and ensuring that all cash procedures are properly adhered to maintaining professional appearance and demeanour at all times.
- Deliver excellent quality, service and facilities management without supervision.

2ND ASSISTANT MANAGER, 03/2015 - 02/2016

Riyadh International Catering Corp.-McDonald's, Al Khobar, Eastern Province, Kingdom of Saudi Arabia

- Supervising crews and shift leaders and maintaining standard quality, service, and cleanliness with constant focus on profitability.
- Coordinating staff training with crew trainers.
- Maintaining a cooperative and harmonious working relationship between

management team and your crew.

- Greet customer when they arrive and ensure that they are being properly looked after by crew members.

SWING MANAGER, 01/2014 - 03/2015

Riyadh International Catering Corp.-McDonald's, Riyadh, Kingdom of Saudi Arabia

- Supervise personnel and products and equipment, with the aim of achieving the high standards of quality, service and cleanliness of the company.
- Supervise people and manage restaurants during designated times, achieving Total Customer Satisfaction, Sales Growth, Profit Optimization and generally motivating the staff.
- Responsible in conducting food safety in daily basis.

SERVICE CREW TRAINOR, 01/2013 - 01/2014

Riyadh International Catering Corp.-McDonald's, Qasm, Northern Province, Kingdom of Saudi Arabia

- Provide excellent customer care and conflict resolution.
- Responsible in training newly hired crew.
- Guaranteed quality of service through effective communication with customers.

SERVICE CREW, 02/2012 - 01/2013

Riyadh International Catering Corp.-McDonald's, Qasm, Northern Province, Kingdom of Saudi Arabia

- Contributed to team success by completing jobs quickly and accurately.
- Prepared food and beverages within target timeframes.
- Served high volumes of guests in fast-paced service environments with exceptional customer care.
- Trained in food safety and hygiene practices.
- Learned all tasks required quickly to maximise performance.
- Maximised restaurant cleanliness and accessibility.
- Achieved excellent customer service by greeting customers and meeting quality expectations.
- Maintained clean and sanitary food preparation areas and equipment.

EDUCATION

St. Michael's College, Iligan City, Philippines
Hotel and Restaurant Management

Northern Central Mindanao College, Lanao Del Norte, Philippines
Hotel and Restaurant Management

**SEMINARS AND
TRAININGS****Shift Management Excellence Course**

RICC-McDonald's, Riyadh City, KSA

- October 13-16, 2014

Advanced Shift Management Course

RICC-McDonald's, Riyadh City, KSA

- March 23-26, 2015

Effective Management Practices Course

RICC-McDonald's, Riyadh City, KSA

- September 13-17, 2015

Restaurant Leadership Practices

RICC-McDonald's, Riyadh City, KSA

- September 17-21, 2017

Business Leadership Practices

RICC-McDonald's, Riyadh City, KSA

- December 9-12, 2018

**CHARACTER
REFERENCES**

MR. ERJUN PREMADIO

Operation Consultant

+966564771042

MR. ZIYAD MUNEER

Operations Consultant

+966547627281

MR. ANTONIO ALINDAO

Training Consultant

+966547627082