

**FLORY MAE DELA COSTA DINGDING**  
San Juan La Union, Philippines (+63) 9457803284  
[florymaed@yahoo.com](mailto:florymaed@yahoo.com) // [mae172312@gmail.com](mailto:mae172312@gmail.com)



## Objective

- To establish company where brilliant management and leadership skills and achieve the set goal of the company.
- To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills.
- A highly organized and hard-working individual looking for a responsible position to gain practical experience.

## Highlights

- Business Owner for 4 years (Coffee Shop)
- More than 4 years in Food Industry
- Tesda Certification in Food and Beverage Services
- Tesda Trainings in Hotel and Restaurant

## Trainings and Certification

- TESDA TRAINING (**Food and Beverage Services NCII**)
- KASILI RESORT AND HOTEL TRAINING (FOOD HANDLER)
- GLOBAL COMMUNICATION TRAINING (ePerformax)
- NATIONAL YOUTH COMMISSION

## KNOWLEDGE ABILITIES AND SKILLS

- Good communication skills.
- Critical thinking and working well in a team.
- Self-motivation and flexible.
- Determination and persistence.
- Being a quick learner.
- Good time management.

## Educational Background

- **Elementary** QUEZON ELEMENTARY SCHOO 2004-2008
- **Secondary** SAN NICOLAS ACADEMY 2009-2012
- **Tertiary** ST. PAUL UNIVERSITY SURIGAO BACHELOR OF SCIENCE IN NURSING  
(Undergraduate nursing student)

## Work Experience

### **FOOD SERVER AND BARISTA COFFEE SPOT (BARISTA AND OWNER) Urbiztondo, San JuanLa Union January 2018 – November 2020**

#### Duties and Responsibilities

#### BARISTA

A Barista takes on a range of roles including: Preparing and serving hot and cold drinks such as coffee, tea, artisan and specially beverages. Cleaning and sanitizing work areas, utensils and equipment. Cleaning service and seating areas. Describing menu items and suggesting products to customers.

- Preparing and serving hot and cold drinks such as coffee, tea, artisan and speciality beverages.
- Cleaning and sanitising work areas, utensils and equipment.
- Cleaning service and seating areas.
- Describing menu items and suggesting products to customers.
- Servicing customers and taking orders.

#### FOOD SERVER

- Greeting and seating customers.
- Taking food and beverage orders and accurately entering them into the ordering system.
- Making menu item recommendations.
- Communicating any food allergy or special nutrition needs to kitchen staff.

### **KASILI RESORT AND HOTEL TRAINING (FOOD HANDLER) Surigao, Philippines April – May 2012**

#### Food Handler Duties and Responsibilities:

Preparing various food items for customers following the instructions provided. Appropriately packaging all food items for delivery. Cleaning and disinfecting all food preparation tool, instruments, and equipment before and after each use.

**Villa Christine Restobar (FOOD SERVER) Mainit, Surigao Del Norte  
June 2011 -December 2014**

**FOOD SERVER**

- Greeting and assist customers to their seats.
- Taking food and beverage orders and accurately entering them into the ordering system.
- Making menu item recommendations.
- Inform them your menu of the day or specialty.
- Communicating any food allergy or special nutrition needs to kitchen staff.
- After taking orders repeat orders for clarifications or any additional orders.
- Set time for their orders to be serve.

**ePerformax (Customer Service Representative) Scape Building, Pasay City Manila  
May 2019 – October 2019**

(TEAMMATE)

**Duties and Responsibilities**

Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution. Keep records of customer interactions, process customer accounts and file documents. Follow communication procedures, guidelines and policies. Take the extra mile to engage customers.

**Personal Background**

Date of Birth: May 23,1992  
Place Of Birth: Surigao City, Philippines  
Age: 29  
Sex: Female  
Status: Single  
Citizenship: Filipino  
Religion: Roman Catholic  
Height: 5'3 cm  
Weight: 72kgs  
Passport #: P7173167B

## Character References

**Jerrand J Paloma - Villa Christine Restaurant and Bar**

(+53)9154339073 [jerrandj@yahoo.com](mailto:jerrandj@yahoo.com)

**Kasili Resort and Hotel Management**

+639101399345

**Eperformax**

Scape Building - Central Business Park 1

Macapagal Ave.cor. Pearl Dr.

Pasay City, Philippines

+632 3490 2288

I hereby certify that the above information is true and correct.

Flory Mae Dela Costa Dingding

***Applicant***