



Joel Dinaque Halasan

Department Manager

PROFILE SUMMARY

- Total years of experience – 7 years as crew
(March 1,2007-June 30,2014)
8 years as Manager
(July 1,2014-March 28,2022)
- Career Highlights – First McDonald's in Vietnam
Opening Team(PHI)
(2014)
Department Manager
(2018-2022)
- Educational Background – Hospitality Management(under grad)
(2010)
Tesda Skills Training(graduated)
(2009)
- Strengths – Inventory Management, Building Maintenance, Kitchen's Station Familiarization, Customer Relations and Guest Expectation.
- Weakness – Equipment Pullouts and Cashiering

PROFESSIONAL EXPERIENCE *(Present to Previous)*

Date : *October 1,2019 up to March 28,2022*
 Position : Food Quality Department Manager
 Company Name : Golden Arches Development Corporation (McDonald's Philippines)
 Location : Makati City Philippines
 Department/Division : Food and Quality Management
 Company Website : www.mcdonalds.com.ph
 Company Profile/Description: Quick Service Restaurant
 Reason for leaving: Pursue to work abroad

Duties and Responsibilities:

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- Inventory Management
 - Building Maintenance
 - Utility Tracking

Staff handling/Recruitment/Roster:

- # ME
- Production Core Group
 - Follow Up Station Objective Checklist
 - Production Training

Food Safety, Hygiene, Sanitation, OHS:

- Food Safety Checklist Audit
- Safety and Security Minimums
- Proper handling and storing of Raw Products

Menu Planning/Catering:

- Achieved Targets
- Creating Strategies
- Following the Action Plans

Reports/Brand promotion/Product quality review:

- Monthly Reporting according to Action Plan

Date : *September 1,2018 up to September 30,2019*

Position : Customer Experience Department Manager

Company Name : Golden Arches Development Corporation

Location : Makati City

Department/Division : Customer Experience Management

Company Website : www.mcdonalds.com.ph

Company Profile/Description: Quick Service Restaurant

Reason for leaving : from CEM to FQM

Duties and Responsibilities:

- Customer Relation
- Handling Customer Complaints
- Bet Segment Sales Management

Staff handling/Recruitment/Roster:

- Guest Experience Leader Core Group
- Handling Birthday Parties
- Creating Compliments

Food Safety, Hygiene, Sanitation, OHS:

- Managed Customer needs at Customer Area
- Creating Magic Moments especially on Kids Customer
- Assist Customer at SOK

Menu Planning/Catering:

- Handling Birthday Party Inquiry
- Managed Large Food Orders
- Outside services including leafletting

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Reports/Brand promotion/Product quality review:

- BP and LFO Sales Report every Month
- Review last Month Opportunities and Create Action Plans
- Travel path on store POP's and Visibility

Date : *July 1,2014 up to August 30,2018*
Position : 2nd Assistant Manager
Company Name : Golden Arches Development Corporation
Location : Makati City
Department/Division :
Company Website : www.mcdonalds.com.ph
Company Profile/Description: Quick Service Restaurant
Reason for leaving : from Old Curriculum to RDM

Duties and Responsibilities:

- Shift Leader when on duty
- Travel paths and maintain Cleanliness
- Monitor Restaurant Basic

Staff handling/Recruitment/Roster:

- Handling both production and service staff and help them when needed
- Conduct announced and unannounced FUSOC
- Cross trained some staff during lean hours

Food Safety, Hygiene, Sanitation, OHS:

- Monitor Food Safety Minimums
- Maintained Store Cleanliness
- Safety and Security

Menu Planning/Catering:

- Look for store Opportunities
- Help store in creating Action Plans
- Create Strategies

Reports/Brand promotion/Product quality review:

- Conduct Product Appreciation especially when there's New Launching Products
- Suggest GP drivers when Order Take
- Accomplished Guest Recovery Logbook

TRAININGS AND SHORT COURSES

Course : Basic and Refresher Course for Pollution Control Officers
Training Center: McDonald's Alabang Branch
Location : Alabang Muntinlupa City
Date : Jan. 31 to Feb. 3 2017

Course : Effective Management Practices
Training Center: GADC Training Center

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Location : Palanca, Makati City
Date : Feb. 1- 5 2016

Course : Advance Shift Management Course
Training Center: GADC Training Center
Location : Palanca Makati City
Date : April 27- 30 2015

Course : Shift Management Excellence Course
Training Center: GADC Training Center
Location : Palanca, Makati City
Date : Dec. 2- 5 2014

AWARDS AND ACHIEVEMENTS

- Effective Management Practices (**Dean's Lister**) February 1-5 2016
- Advanced Shift Management Course (**Dean's Lister**) April 27-30 2015
- Shift Management Excellence Course (**Dean's Lister**) December 2-5 2014
- Certification of Recognition (**First Mc Donald's in Vietnam**) February 2014
- All Star Olympic Champion for Batch Grill (**Market wide**) November 2013
- All Star Olympic Champion (**Patch & PC7 Competition**) November 2013

EDUCATIONAL BACKGROUND

Inclusive Date : *June 2010 up to December 2010*
Course : Hospitality Management
College School : Datamex Institute of College
Location : Zapote Las Piñas City

Inclusive Date : *July 2009 up to December 2009*
Course : Food and Beverage Course
Vocational School : TESDA Skills Training
Location : Pulanglupa Las Piñas City

Inclusive Date : *June 2000 up to April 2005*
High School : North Fairview High School(1st to 3rd year)
Location : Quezon City
High School : Muntinlupa Business High School(4^{rt} year) graduated
Location : Muntinlupa City

PERSONAL DATA

Full Name (First, Middle Last) : Joel Dinaque Halasan

Nick Name/s : Jojo

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SU ME

Date of Birth : April 21, 1987
Place of Birth : Sucat, Muntinlupa City
Citizenship : Filipino
Height : 5'1
Weight : 58kg
Marital Status : Married
Religion : Roman Catholic
Languages Spoken : English and Pilipino

Spouse or Partner : Mary Joy Mier Halasan
Children (Name, Sex, Age) : Josiah Lucas Mier Halasan, 8months old

Cell Number : 09612689122/ 09655680163
Landline Number : none
Email : loej.halasan14@gmail.com
Skype ID : none
Facebook Name/Email : Joel Halasan

Passport Number : P8002579A
Expiry Date : July 18 2028

Driver's License (Ph, Int'l etc) : N26-12-026191
TIN (Tax Identification No.) : 249967767
PEOS Certificate No. :

Address

Current : B22, L6, Phase 3, St. Louie Village, Talon Tres, Las Piñas City, Philippines
Provincial : Sta. Maria, Bulacan

In case of Emergency

Contact Name : Mary Joy Mier Halasan
Relationship : Wife
Contact No. : 09059478095

CHARACTER REFERENCE

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ME
Name : Paquito Macascas Jr.
Position : Assistant Department Manager
Company : Golden Arches Development Corporation
Contact : 09365728834
Relationship: Friend

Name : Rowena Remoto
Position : Marketing Officer
Company : Popeyes
Contact : 09985850061
Relationship: Friend