



Maria Sheba M. Cleofe

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PROFESSIONAL PROFILE

Assistant Restaurant Manager with over 3 years of experience in administration and restaurant management driven to implement positive influential change while efficiently managing costs establishing strategic, long-lasting relationships with customers, clients, and co-employees. Outstanding interpersonal and leadership skills, specialization in customer service, cash handling and restaurant management.

CORE COMPETENCIES

- Strong leadership
- Professionalism
- Facilitating and Staff training
- Restaurant management
- Customer Service satisfaction
- Food service and hospitality
- Employee relations
- Detail-oriented
- Versatility

PROFESSIONAL SKILLS/ACCOMPLISHMENTS

➤ Management

- Over three years of experience in restaurant administration and management, primarily responsible for assuring the quality of food and customer service. Exceeding the customer satisfaction/expectation. Performed daily audit in every station, ensuring that standard operating procedure are properly observed. Lead the team and make sure that we have a smooth flow of operations especially during my shift.
- Knowledge and experience with customer service, restaurant and hospitality industry. Strong interpersonal skills. Effective in manpower utilization such as proper recruitment, training, scheduling, and development.
- Readiness in surprised quality audit of the owner or superior. Maintaining cleanliness of FOH and BOH at all times. Strong commercial awareness, hitting the target sales and very responsible in cash handling and budgeting. Ability to assess food quality and presentation and ensure quality control.
- Willing and able to work a flexible schedule and have strong management skills. Effective organizational and problem solving skills with the ability to make quick decisions. Demonstrated managerial experience in a fast paced food service environment. Maintaining a good and harmonious working environment.

➤ Communication

- Communicates effectively and positively with all customers. Investigates issues and resolves problems as they arise. Demonstrated ability to effectively interact with and develop a positive rapport with restaurant staff. Possesses excellent communication skills with the ability to motivate and work with diverse groups.
- Adept in Microsoft Office Suite in report writing. Strong attention to detail, with the ability to manage competing priorities and apply good judgment, whilst demonstrating exceptional organizational skills.
- Can speak Filipino/Tagalog, English and little bit Thai Language.

EMPLOYMENT HISTORY

July 2021 – Present | ASSISTANT RESTAURANT MANAGER

Global Roast Food Corp. – Hawker Chan – Hawker Chan Mall of Asia Branch, SM Mall of Asia Pasay City, Philippines

- Motivates and directs team to do what it takes to exceed Guest expectations with always fresh and safe food and fast & friendly service in clean and safe surroundings.
- Assists RM in forecasting, ordering, operational expenses, accounting and maintaining product and supply inventories
- Helps lead implementation of marketing strategies; Follows cash control/security procedures; and helps to maintain inventory, manage labor, and apply financial reports across shifts to enhance restaurant results.
- Identifies and resolves bottlenecks in food preparation and serving for faster speed of service

November 2018 – March 2019 | ENGLISH LANGUAGE TEACHER

Sarakhampittayakhom School – Mueang District, Maha Sarakham 44000, Thailand

- Provides assistance in English Education Department in Secondary Education, 20-50 students in a class. Facilitated learning with the use of English as Second Language instruction utilizing a variety of methods,

including power point to ensure student understanding and class participation. Do lesson planning, assessment and student's evaluation, recitation, and summary of grade before end of school term. Performed and participate day to day necessary tasks in school.

July 2017 – October 2018 | ASSISTANT RESTAURANT MANAGER

16K FOODS SERVICES, INC. - Peri-Peri Charcoal Chicken and Sauce Bar – BGC Taguig 1630, Metro Manila, Philippines

- Provides assistance in Management and handle 15-30 staff. Responsible for managing manpower including scheduling, training, cross-training, interview and hiring of new staff, posting ads in social media or job sites for open job position and manpower assessment.
- Manage front-of-house service and back-of-house operations, maintaining good quality of food and service. Remains accountable for all sales and operating transactions in strict compliance of standard operating procedures in front and back of the house, company rules and regulations. Ensuring all guests or customers is provided with outstanding service. Establish a rapport with guests to promote good will.
- Assumed responsibility and accountability of restaurant operation especially during my shift. Do ordering, inventory, station audit, fund/sales audit, filing documents, handling guest complains and queries, payroll, on floor and help staff during peak hours. Empowering subordinates for better sales and healthy work environment. Effectively manage staff with positive and effective motivation. Relay positive feedback regarding employees' performance as well as concerns/issues to management.

May 2016 – March 2017 | ENGLISH LANGUAGE TEACHER

Nongsang Kindergarten and Primary School – Nongsaeng Wapipathum, Maha Sarakham, Thailand

- Provides assistance in English Education Department of Special English Program namely formulation of curriculum, facilitate students learning with the use of English as Second Language, and making of Special Program books and certificates upon course completion. Inculcate to Kindergarten and Primary students the significance of using the English language for good and effective communication using a variety of method like video presentation, educational games, and other instructional materials.

June 2014 – February 2016 | SHIFT RESTAURANT MANAGER

M.I.B FOOD HOUSE - Mang Inasal Philippines, Inc. – Redemptorist Baclaran Paranaque, Metro Manila, Philippines

- Responsible for administrative duties such as proper cash handling, payroll, inventory, filing of documents, promptness to store quality assurance audit and had passed the need average to qualify in overall Mang-Inasal Gold Awardee. Manage front-of-house service and back-of-house operations, maintaining good quality of food and service. Remains accountable for all sales and operating transactions in strict compliance of standard operating procedures in front and back of the house, company rules and regulations.
- Support Restaurant Manager to manage an effective schedule by working actively with workforce management team to maximize productivity. Assumed responsibility and accountability of restaurant operation especially during my shift. Plan for and ensure that all service personnel or staff, facilities, and materials are in complete readiness for operation. Maintain clean and orderly work areas throughout shift and leave it ready for business for the following shift.
- Work professionally and harmoniously with co-workers and managers. Provide an open, supportive working environment with Mang Inasal's team to hit the target sales towards the business goals. Formulate and recommend changes to improve employees' performance and teamwork. Coach and develop the team to constantly improve and exceed customer expectations for better healthy work environment.

November 2013 – April 2014 | KITCHEN CREW (bar station)

CARLFOOD, INC. - Max's Restaurant – Calapan City, Oriental Mindoro, Philippines

- Informing my team leader or supervisor when equipment is not working properly, needed supplies for ordering, and other concern in my station. Ensure to achieve all standard operating procedures. Observe FIFO, CLMO, and food safety. Follow all safety and sanitation policies when handling food and beverage
- Consistently offer professional, friendly, and engaging service. Able to follow instructions immediately and a fast learner, with the ability to keep calm under pressure. Keep the bar station/work area neat and clean at all times. Performed other duties assigned.

INTERN/TRAINING EXPERIENCES

July 2017 – December 2017 | (6 months) | Basic Store Operations Training Program (BSOTP)

iFoods Group, Inc. – Pasig City, Metro Manila, Philippines

- Participated in all activities set out during the training course. Learning the basic standards and procedures with the basic station as well as planning, handling, managing, and leading the shift.
- Implementation of quality assurance – strictly checking/monitoring the managers' checklist for pre-open, after lunch, before dinner, graveyard, and closing shift.

June 2014 – September 2014 | (3 months) | Assistant Restaurant Manager Trainee Program (ARMTP)

Mang Inasal Learning Lab (MILL) – Pasig City, Metro Manila, Philippines

- Store familiarization and observance of all stations in the training store to gain perspective, including marketing, sales, customer services, merchandising, and personnel departments. Participate with the trainer in identifying trends and recommends hands-on and remedial action to manage the situation.
- Responsible for working alongside the store manager and accepting delegated responsibilities and duties with the goal of eventually becoming a manager. Work with shift manager to plan and direct the work of the restaurant. Validate day to day improvement and hands-on tasks in all areas of the management training program to be endorse to the main or designated store or restaurant.

November 2012 – January 2013 | (300 hrs) | KITCHEN STAFF (bar station)

Max's Restaurant – Calapan City, Oriental Mindoro, Philippines

- Ensure that the bar station is fully equipped with tools, products and machines are in good working condition. Monitoring stocks, prepare inventory or purchase to replenish supplies.
- Prepare a good quality standard beverage and desserts. Keep the bar station/work area neat and clean at all times. Perform other duties when assigned by the management.

May 17-22, 2012 | (150 hrs) | ACTUAL SHIPBOARD TRAINING (M/V St. Gregory the Great)

Oceanlink Institute 2go travel Inc.-(vice versa) Manila to General Santos Philippines

- **HOUSEKEEPING DEPARTMENT**
Responsible for cleanliness and orderliness of all guest rooms, facilities, and common areas meeting the ship's standard of cleanliness and maintenance. Focused and efficient in performing variety of cleaning activities in the ship during guests' arrival, stay, and departure.
- **KITCHEN DEPARTMENT**
Prepared and served a variety of food and beverage following standard procedure according to menu of the day. Dynamic in ensuring guest satisfaction. Efficient in maintaining a safe working environment and keep the kitchen area, food service area, and dining hall neat and clean.
- **FRONT OFFICE DEPARTMENT**
Cheerfully welcome guests with smiling face and politeness. Responsible for answering guest inquiries and telephone calls. Dependable in assisting guest during check-in and check-out procedures and promptly attending to their needs and requests. In-charge in announcing ship's important announcement mainly at the time of arrival and departure. Build a good rapport with the other employees and guests of the ship. Maintaining office area clean and tidy at all times and systematically arrange documents in an organized manner.

August 2010 – October 2010 | (300 hrs) | HOTEL STAFF

Filipiniana Hotel Calapan City, Oriental Mindoro, Philippines

- **HOUSEKEEPING DEPARTMENT**
Provides assistance to the superior and optimistic in working with other staff of the hotel. Task-oriented in changing bed sheets and making of the bed. Responsible for cleaning all rooms and common areas, sanitized and organized all cleaning materials after used. Accurately followed standard procedure of doing inventory and checklist. Ensure quality of service and guests' satisfaction.
- **FRONT OFFICE DEPARTMENT**
Cheerfully welcome guests with smiling face and politeness. In-charge with bookings, assisting guest during check-in and check-out. Professionally handles guests' queries, and complaints as well as promptly attending to their needs and requests. Responsible for answering guest inquiries and telephone calls; doing paper works, calendar management, and organization of documents. Ensure compliance with the hotel policies and procedure.

EDUCATION

Bachelor of Science in Hotel and Restaurant Management (BS-HRM)

2009-2013

City College of Calapan (DLC), Oriental Mindoro, Philippines

PROFESSIONAL WORKSHOP/TRAININGS

Teaching English as a Foreign Language Course (TEFL Course)	2021 (120 hours)
Advance Virtual Training for Call Center Agent and Teaching English as Second Language	2021 (4 weeks)
Basic Training (Safety of Life at Sea/SOLAS)	2017 (57 hours)
FOOD SAFETY Training	2014 (1 day)
The 1st MIMAROPA Hospitality and Tourism Summit	2012 (2 days)
Finishing Course for Call Center Agent	2011 (100 hours)
A Closer Look at IN-FLIGHT CATERING Operations	2010 (1 day)

References Available Upon Request