



# URSICINIO VALEZA JR.

RESTAURANT SUPERVISOR

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## ABOUT ME

Goal oriented, team player, and self-motivated professional with 20 years of exceptional experience in high-volume upscale dining in hotel restaurant cruising industry. Equipped with outstanding record of success in outperforming clients and guests' needs and expectations. Core competencies include: strong multi-tasking skills, excellent communication skills and time management skills. Committed in seeking ways to improve process to enhance guests' experience.

## REFERENCE

References available upon request

## PERSONAL DETAILS

Date of birth  
11/03/1977

Nationality  
Filipino

Marital status  
Single

## WORK EXPERIENCE

### Restaurant Supervisor

Royal Caribbean International / Miami, Florida / Aug 2019 - Present

Responsible in supervising, coordinating, and training food and beverage staff to ensure that high-level of customer service is delivered to guests.

Communicates organizational needs, oversees employees' performance, provides guidance and support, identifies development needs, and manages the reciprocal relationship between staff and the organization for both to be successful.

### Waiter

Royal Caribbean Int'l Specialty Restaurant / Miami, Florida  
/ May 2016 - Nov 2017

Responsible in serving food and beverages in Giovanni's Table (Italian Restaurant).

### Waiter

Royal Caribbean Int'l Specialty Restaurant / Miami, Florida  
/ Aug 2019 - Feb 2020

Responsible for the general serving of food and beverages in Jamie's Italian (Italian Restaurant).

### Waiter

Royal Caribbean Int'l Specialty Restaurant / Miami, Florida  
/ Jan 2018 - May 2019

Responsible for the general serving food and beverages in Izumi Hibachi & Sushi (Japanese Restaurant).

### Waiter

Royal Caribbean International / Miami, Florida / Sep 2011 - Feb 2016

Responsible for the general serving of food and beverages in main dining room.

### Waiter

Cunard Lines / Miami, Florida / Dec 2002 - Mar 2011

Responsible for the general serving food and beverages in restaurants and dining rooms aboard the cruise ship in a timely, efficient and personalized way to ensure quality service and overall passengers' experience.

## EDUCATION

### Bachelor of Science

Emilio Aguinaldo College (EAC) / Manila / 1998

Completed Bachelor of Science Major in Customs Administration.

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## LANGUAGES

English

Filipino

## SKILLS

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MS Offices



Waitering



Bartending



## TRAININGS

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United States Public Health

Royal Caribbean International

Basic Food Hygiene

Royal Caribbean International

Integrated Hotel, Restaurant and Passenger Ship Operation

Royal Caribbean International

Personal Safety and Social Responsibilities

Royal Caribbean International

Hazard Communication

Cunard Carnival UK

Serve Safe

Royal Caribbean International