



# RACQUEL DIPALAC-VALENCIA

## RESTAURANT MANAGER

### PROFILE

I want to be a part of an established organization that will provide me opportunities to enhance my capability and in the process, contribute further to the development of that company that I will be serving.

### CONTACT

PHONE:  
+63 960 855 3279

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Acquevalencia27@gmai.coml

### SKILLS

- Leadership ●●●●●
- Business Analysis ●●●●●
- Critical Thinking ●●●●●
- Adaptability ●●●●●
- Responsibility ●●●●●
- Communication ●●●●●

### Languages

- Am. English ●●●●○
- Filipino ●●●●●

### EDUCATION

#### TERTIARY

Southern Luzon State University 1997 - 2003  
Bachelor of Science in Industrial Engineering

### WORK EXPERIENCE

#### MiraMart Grocery | Store Manager May 2021- Present

Responsible for overseeing day to day operation of the store., making sure it runs smoothly and effectively. Also includes motivating sales team with great customer service as well as developing business strategies that will help them achieve success in competitive marketplace.

#### Jollibee Foods Corporation | Restaurant Manager January 2011- April 2021

Responsible for developing, implementing and evaluating restaurant specific plans for sales and profit growth, and achievement of quality and people targets. Leading people to drive the success and deliver company goals and target via total customer satisfaction achievement.

#### Jollibee Foods Corporation | Assistant Restaurant Manager 1 October 2008 – December 31, 2010

Responsible in monitoring, analyzing and recommending action plans relating to sales performance or sales building initiatives of assigned business channels (BC) and new products (NP). Checks store preparedness for NP launches and conducts NP cascade for its success, with focus on production. Tasked to monitor and assess the variable cost management plan, develops stock forecasts, ensures timely ordering, and prepares the monthly inventory report. Assigned as the Food Safety Compliance Officer,in-charge of facilities and equipment maintenance programs.

#### Jollibee Foods Corporation | Assistant Restaurant Manager 2 (June 1, 2006 – September 30,2008)

Responsible in monitoring, analyzing and recommending action plans relating to sales performance or sales building initiatives of regular sales (dine in and take out).Tasked to monitor and assess the labor cost management plan, implement the cash control plan and cash control audits.Assesses the service system using the Feedback Management System (FMS) to arrive at insights to improve customer experience. The ARM 2 also provides inputs to the Restaurant Manager in appraisal of Crew Leaders and implements the Crew Learning System.

### **Jollibee Foods Corporation | Assistant Restaurant Manager 3**

(October 7,2003 – May 31,2006)

Responsible in monitoring, analyzing and recommending action plans relating to shift 's performance in all Key Result Area. Gathers data for marketing program development, provides for marketing support requirements, and implements the suggestive selling program. Also checks store preparedness for new products (NP) during the shift. Tasked to implement Food Safety, Cleanliness and Condition (FSC) plans, drive Gold Standard Consistency (GSC) compliance during the shift and provide feedback to function holders when needed.

### **TRAININGS AND SEMINARS ATTENDED**

Theme : Pollution Control Officer Advance training  
by (DENR) Department of Natural Energy & Resources  
Place : Los Banos Laguna  
Date : November 4-8, 2019

Theme : Pollution Control Officer  
By: (LLDA) Laguna Lake Development Authority  
Place : Carmona Cavite  
Date : May 6-10,2019

Theme : Basic Occupational Safety & Health Training  
By (DOLE) Department of Labor & Employment  
Place : Sta Rosa Laguna  
Date : May 2017

### **Personal Data**

Date of Birth: November 27,1980  
Place of Birth: Candelaria Quezon  
Civil Status: Married  
Religion: Catholic  
Height: 5'5"  
Weight: 141 lbs.