

ROMIELYN SANTOS

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PERSONAL INFORMATION

Permanent Address : 271 Bernardo Compound Palasan Valenzuela City
Birthdate : December 7, 1995
Birth Place : Biñan Laguna
Height : 5'1
Weight : 110 lbs.
Sex : Female
Civil Status : Single
Religion : Roman Catholic
Nationality : Filipino

EDUCATIONAL BACKGROUND

Elementary	Year [From] - [To]
School: Pio Valenzuela Elementary School Address: Palasan Compound Valenzuela City	2002-2008
Secondary	
School: Polo National High School Address: Polo , Valenzuela City	2008-2012
College	
Course: Bachelor of Science in Hotel and Restaurant Management School: Our Lady of Fatima University Address: Valenzuela City	2012-2015

Co-CURRICULAR ACTIVITIES

- Certified Barista with Certificate completed at Unit 201, Aspire Tower, Calle Industria, Bagumbayan, Quezon City last July 15, 2019
- Participated in a Career Development Program at Ramcar Center Building. Case Room, last October 10-12, 2017
- Attended a First Aid Training focusing on Restaurant Compliance at Ramcar Center Building, Red Cross Quezon City Chapter last August 2-3, 2017.
- Received a Hospitality Supervisor Certificate given by The American Hospitality Academy last September 17, 2015
- Champion in Best Resort Design Competition by Our Lady of Fatima University held in Club Punta Fuego, Batangas – October 22, 2014
- Received a Professional Development Certificate, *With Honors*, given by The American Hospitality Academy last June 8, 2014
- Received a Culinary Arts and Science Completion Certificate, at the Our Lady of Fatima University last June 5, 2013
- Attended the Disaster Response and Basic Rescue Training last May 2, 2013.

TRAININGS

National Certificate II in Bartending, September 5, 2015-2020,

Technical Education and Skills Development Authority

- Operate Bar
- Prepare and mix Cocktails and Non- Alcoholic drinks
- Provide Wine Service

National Certificate II in Food and Beverage Services, August 23, 2015 2020

Technical Education and Skills Development Authority

- Provide food and beverage service
- Provide room service
- Provide link between kitchen and service area

National Certificate II in Front Office Services, August 22, 2015-2020 ,

Technical Education and Skills Development Authority

- Receive and Process Reservations
- Operate computerized Reservations System
- Conduct Night Audit

National Certificate II in Housekeeping, August 14, 2015-2020,

Technical Education and Skills Development Authority

- Provide Housekeeping services to guests
- Prepare rooms to guests
- Laundry linen and guests clothes

Sofitel Philippine Plaza Manila, May 25-August 21, 2015,

Hotel Practicum - Le Spa assistant Receptionist

Location: CCP Complex, Roxas Boulevard, Pasay City

- Cashiering
- Responsible for answering the telephone, transferring calls, taking accurate messages
- Giving guest tours of the spa facility and scheduling appointments

Shakey's Restaurant, April10-May 29, 2014, *Restaurant Practicum- Front of the House Crew*

EMPLOYMENT HISTORY

Position: Store Manager

Company: The Coffee Bean and Tea Leaf

Address: Unit 4, 108 E Rodriguez Jr Ave, Libis 1110 Quezon City, Philippines

Date: June 14, 2019 to June 21, 2021

Job Description / Duties and Responsibilities:

Store Operations:

- Develops and executes sales and profit plans that are in-line with budgetary goals.
- Ensures and is accountable for profitability of the store by growing sales and controlling costs of goods, inventory levels, labor, supplies and expenses.
- Maintains and utilizes daily, weekly, quarterly and annual financial reporting tools.
- Ensures proper team member coverage, scheduling according to the needs of business while maintaining target labor costs.
- Oversees all cash and media management functions. Able to perform all POS duties, front and back of house functions including opening and closing procedures, coordinating with the Corporate Office as necessary.
- Maintains proper loss prevention standards, reviewing cash handling procedures, deposits and safe procedures.
- Maintains a clean well-merchandised store, following visual presentation plans and standards.

- Plans, executes and communicates all sales promotions and new product information effectively and efficiently.

Service:

- Pro-active in solving customer problems and satisfying customers in various situations.
- Ensures that all team members are committed to and demonstrate our Guiding Principles and House Rules.
- Ensures that all team members provide customers with efficient, friendly, superior service on a consistent basis.
- Maintains high cleanliness standards consistently throughout the store in the areas of store appearance, merchandise and equipment.

Product:

- Ensures that all Company drink recipes and procedures are followed, maintaining the highest quality and consistent product standards.
- Ensures that all Company food offerings maintain the highest quality.
- Ensures that all team members are educated on our products and services, by developing an understanding of our various types of coffee, tea products, blends and roasts, as well as knowledge of coffee and tea regions, and the various differences in flavor and blends.

Training & Development:

- Provides ongoing training and development to all team members in the areas of operating standards, customer service and product knowledge.
- Demonstrates the ability to lead, effectively communicate, and champion The Coffee Bean & Tea Leaf Guiding Principles, House Rules, and Standard Operating Procedures.
- Builds morale and team spirit by fostering a work environment where team members input is encouraged and valued.
- Ensures each team member has received proper training to perform as a barista or shift supervisor efficiently.
- Continually develops team members, establishing specific performance objectives, and measuring team member performance regularly.
- Coaches and counsels team members for improved performance, documenting developmental plans as necessary.

Position: Assistant General Manager

Company: KFC Philippines, Bartle Beryl Inc.

Address: 80-82 Ramcar Centre, Diliman Quezon City

Date: December 1, 2015 - June 15, 2018

Reason for Leaving: Looking for better career prospects, professional growth and work opportunities. Also, looking for new challenges at work also dealing with different culture and environment.

LEADING A SHIFT

- Lead coloneling on his/her shift
- Handle customer issues
- Evaluate the customer experience
- Lead cleanliness and sanitation
- Coach team members on safety and security procedures
- Handle equipment and utility emergencies
- Handle crisis situation
- Conduct product checks
- Follow cash handling standards and procedure
- Conduct a shift change tasks

PROJECTION

- PCVs are Duly Signed, Checked, Complete and In Serried,

REPORTS

- Finalizes PCVs, Marketing Promo Monitoring (GCs, Tie Ups, Raffle Coupons, Etc.)
- Submits ALL Transmittals Before WEDNESDAY (PCFRs, Schedules, ORs, GCs,
- Labor Graph Varies per Day, Man-hours Should Meet DL Target
- Maintains Zero RF Variance, Settles Variances and Tempos in RF Within 3 Days
- CONDUCT WEEKLY AA DOC

LABOR MANAGER

- Posts 1 Week Ahead Schedule
- Monitors Fair Duty and 7th Day RDs Systematically
- Emails Training Reversals (40hour Training, Cleaning Party, DC's, Janitorial)
- Checks Daily the Timekeeping Entries of ALL RTMs and Managers
- Open on Schedule and Man-hours Concern of RTMs
- Keeps a Monthly Updated List of ALL Employees
- Ensures Sales Efforts and Initiatives are Executed to Hit Sales target
- Creates Innovative Sales Program and Techniques
- Ensures Attainment of Sales Targets thru AOP and other Initiatives

PRODUCT

VARIANCE

- Monitors Product Variance on a timely basis FUSION/BOON
- Mid-month and Month End PVS (store level) Variance Report is Updated
- Transfers are Encoded and Confirmed Within the Same Day
- Wrong Transfers are Duly Noted and is Reconciled

PROJECTION

- Adjusts and Orders sufficient stocks based on Usage per Stock take Movement

PROFIT LEADER

- Analyzes and Submits Reports Accurately and On Time
- Ensures AOPs are executed and implemented
- Safe keeps and Analyzes Store Performance and Data Files

Position: Cashier, Service Crew
Company: JMU Food Corporation .
Address: Governor Pascual, Malabon City
Date: November 17- April 30, 2015
Reason for Leaving: End of Contract

Job Description / Duties and Responsibilities:

- Greet customers and ask if they want paper or plastic.
- Take customers' orders.
- Deliver hot or cold food to customers.
- Dispense correct change.
- Take money in the form of cash.
- Issue receipts, refunds, and credits.
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
- Resolve amount discrepancies.
- Clean up checkout area with damp cloth and disinfectant.

CHARACTER REFERENCES

MR. IRENEO VILLALOBOS

Area Coach
KFC Philippines
Mobile No. 09175994006

MRS. RAQUEL DELA CRUZ SANTOS

Restaurant General Manager
KFC Philippines
Mobile No. 09163813980

MR. ADIMAR NAVA

Training Store Manager
The Coffee Bean and Tea Leaf
Mobile No. 09353326208