PHILLIP REYNA ROLDAN

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ABOUT ME

I am a friendly and very optimistic person, fast learner, good at memorizing things and willing to learn more than needed. I take work very seriously and I always follow the instructions. I enjoy my job and I am always ready for any kind of adventure.

WORKING EXPERIENCES

- Position **: Waiter**
  Company **: Mediteranean Shipping Company (MSC)**
  Duration **: 13/07/2021- 22/01/2022**
  Location **: Italy (Onboard Cruise ship)**
  Department **: Restaurant**
  Industry **: Restaurant/Food service/Catering**
  Job Description
  - Being a consummate host by providing an efficient and excellent service to the guest.
  - Maintain knowledge of all dining menu items. Beverage selection available in the assign outlet.
  - Offers the menu and discuss options and recommendations for food and beverage.
  - Ensure the delivery of food ordered is done in timely manner. Monitoring temperature and presentation standard and service procedure.
  - Performs other restaurant, room service and crew dining service duty when required.

- Position **: Recruiter 1**
  BPO Company **: Concentrix**
  Duration **: 12/08/2020 - 12/11/2020**
  Industry **: Business Processing Outsourcing**
  Job Description
  - Recruiting a potential candidate for a customer service position

- Conduct a prescreening interview by calling the applicant via phone and test their English communicating skills.
- Prepare the profile of the candidate to the next level of their application once pass the prescreening.
- Move the next candidate to the next step of their application.

- Position : **Waiter**
  Company : **Mediterranean Shipping Company (MSC)**
  Duration : **13/09/2019 - 17/03/2020**
  : **08/11/2018 - 06/07/2019**
  : **12/11/2017 - 04/08/2018**
  Location : **Italy (Onboard Cruise ship)**
  Department : **Restaurant**
  Industry : **Restaurant/Food service/Catering**
  Job Description
  - Being a consummate host by providing an efficient and excellent service to the guest.
  - Maintain knowledge of all dining menu items. Beverage selection available in the assign outlet.
  - Offers the menu and discuss options and recommendations for food and beverage.
  - Ensure the delivery of food ordered is done in timely manner. Monitoring temperature and presentation standard and service procedure.
  - Performs other restaurant, room service and crew dining service duty when required.

- Position : **Junior Waiter**
  Company : **Mediterranean Shipping Company (MSC)**
  Duration : **07/06/2016 - 03/05/2017**
  Location : **Italy (Onboard Cruise ship)**
  Department : **Restaurant**
  Industry : **Restaurant/Food service/Catering**
  Job Description
  - Being a consummate host by providing an efficient and excellent service to the guest.
  - Maintain knowledge of all dining menu items. Beverage selection available in the assign outlet.
  - Offers the menu and discuss options and recommendations for food and beverage.
  - Ensure the delivery of food ordered is done in timely manner. Monitoring temperature and presentation standard and service procedure.

- Performs other restaurant, room service and crew dining service duty when required.

- Position : **Restaurant Waiter**
  Company **: M/S Braemar (Fred Olsen Cruiseline)**
  Duration **: 29/05/2010 - 17/02/2011**
  30/04/2011 - 16/02/2012
  22/05/2012 - 10/01/2013
  08/04/2013 - 12/01/2014
  27/04/2014 - 02/02/2015
  18/04/2015 - 10/10/2015
  Location : **United Kingdom (Onboard Cruise ship)**
  Department **: Restaurant**
  Industry **: Restaurant/Food service/Catering**
  Job Description
  - Study and implement the ship's standard, procedures and regulations
  - Ensure the quality of service given to the passengers
  - Attend to the passengers' concerns, complaints, requests, and their special dietary need
  - Lead in the arrangement of the buffet during breakfast and lunch
  - Coordinates with the Executive Chef about his menu and unavailable items
  - Coordinates with the bartender about his cocktail and drink of the day and his unavailable items
  - Lead the daily menu reading
  - Handle 2 stations and 4 waiters during dinner
  - Welcome, seat, order take food and drink order, serve food and drinks and farewell to the guests.
  - Lead the after cruise general cleaning
  - Lead the monthly inventory
  - Ensure that the material and equipment needed in the daily routine are complete, clean and in good working condition
  - Make the daily requisition like condiments and other things needed.

- Position : **Waiter**
  Company **: Viking River Cruises Russia**
  Duration **: 25/04/2009 - 26/10/2009**
  Location : **Russian River cruise (Onboard Cruise ship)**
  Department **: Dining Department**
  Industry **: Restaurant/Food service/Catering**

  Job Description

- Study and implement the ship's standard procedures and regulations
- Ensure the quality of service given to the passengers
- Attend to the passengers concerns, complaints, requests and their special dietary needs.
- Lead in the arrangement of the buffet during breakfast and lunch
- Coordinates with the Executive chef about his menu and unavailable items
- Coordinates with the bartender about his cocktail and drink of the day and his unavailable items
- Lead the daily menu briefing
- Handle 2 stations and 4 waiters during dinner
- Welcome, seat, order take food, and drink order, serve food and drinks and farewell to the guests
- Lead the after cruise general cleaning
- Lead the monthly inventory
- Ensure that the material and equipment needed in the daily routine are complete, clean and in good working condition
- Make the daily requisition like condiments and other things needed

- Position : **Restaurant Team Members**
  Company **: Ocean Village (P&O)**
  Duration **: 30/01/2008 - 25/10/2008**
  30/01/2007 - 13/10/2007
  Location **: Worldwide (Onboard Vessel)**
  Department **: Restaurant**
  Industry : **Restaurant/Food service/Catering**
  Job Description
  - Assigned in refilling the buffet
  - Assigned in breakfast table setup
  - Taking care of the guest in assigned station
  - Serving the coffee and tea and other beverage
  - Serving ala carte selection like fried eggs, French toast and etc.
  - Clearing and resetting the table
  - Assigned in cleaning the buffet and getting it ready
  - Setting up assigned station and getting it ready
  - Assigned in polishing silver and table napkin folding
  - Assigned in hovering and cleaning the restaurant and getting it ready

- Position : **Dining Room Utility**
  Company **: Silver Sea**

Duration : **09/09/2004 - 05/11/2004**
Location : **Worldwide**
Department : **Restaurant**
Industry : **Restaurant/Food service/Catering**
Job Description

Setup the Mis en Place
- Preparing the tables
- Preparing the lunch menu
- Preparing silvers and china's needed for lunch
- Getting drinking water in pitchers
- Making bread basket and getting breads

Attending the menu briefing
Seating, ordering, serving guest (five star service)
Clearing the tables and cleaning the station
Setting up the station and tables
Doing side duties like cleaning, provision ordering, linen,etc.

- Position : **Utility Restaurant**
  Company : **M/V AIDA-BLU**
  Duration : **31/01/2003 - 11/11/2003**
  Location : **Worldwide**
  Department : **Restaurant**
  Industry : **Restaurant/Food service/Catering**
  Job Description

Setup the Mis en Place
- Preparing the tables
- Preparing the lunch menu
- Preparing silvers and china's needed for lunch
- Getting drinking water in pitchers
- Making bread basket and getting breads

Attending the menu briefing
Seating, ordering, serving guest (five star service)
Clearing the tables and cleaning the station
Setting up the station and tables
Doing side duties like cleaning, provision ordering, linen,etc.

TRAININGS

- Proficiency in Crisis Management and Human Behavior Training Including Passenger Safety, Cargo Safety and Hill Integrity Training (IMO Model Course 1-29)
- Anti-Piracy Awareness Training
- Updating Training for Basic Safety
- Basic Safety Training
- Ship Security Awareness Training and Seafarers with Designated Security Duties (SDSD)
- National Certificate (NC1)

LANGUAGES

- Tagalog – Native language
- English – C1
- German(Basic)
- Russian(Basic)
- Italian (Basic)

SKILLS & ABILITIES

- Table Skirting
- Napkin Folding
- Basic Bartending

EDUCATION

COLLEGE : Centro Escolar University
Hotel and Restaurant Management (Course)
2000 – 2002

HIGH SCHOOL : Doña Trinidad Mendoza Institute
1996 – 2000

ELEMENTARY : Mambog Elementary School
1990 – 1996

REFERENCES

Violy Guerin
BAHIA Shipping
Tel. No. (02) 521-7456

June Fua
Magsaysay Maritime
Tel. No. (02) 526-8888

Gemma Benitez
Great Southern Maritime
Tel.No. (02) 536-110

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