

CONTACT

BEBERLY ANN D. ARROGANTE

@ beberlyannarrogante@gmail.com

+639103080708

1283 Interior 13 Tambunting Street, Sta. Cruz, Manila Barangay 375, Phillipines Zip code 1014



OBJECTIVE

I am an experienced restaurant assistant manager with a proven track record of success. Engaging restaurant worker and manager with more than 3years of experineece. Managed 40 employees in fast- paced, high -end restaurant.I am longing for a new challenge in the fast food industry. I am eager to share and provide my knowledge and management skills to help your company grow. I am detailed- oriented, dependaple and able to work in fast-faced environment. I have excellent customer service skills and a firm understanding of hospitality and restaurant management.

EXPERIENCE

July 2021 - Present

- **Jollibee (3PALS Food Corporation)**

Assistant Restaurant Manager

- Managed 40 employees in a high volume restaurant
- Recruit, train and supervise staff
- Provide customer service
- Address customers complaint or concerns
- Set staff work schedules and monitor staff performances
- Participate in marketing plans and implementation
- Implement No delayed delivery and zero missed out of all items in services

February 2019 - June 2021

- **Jollibee (Jubilee International Cuisine Incorporated)**

Assistant Restaurant Manager

- Cash Controller
- Plan, organize,direct, control and evaluate daily operation
- Have to adhere to the systems and standards of store.
- Ensure health and safety regulations are followed
- Ensure cleanliness of store from outside to inside.
- Monitoring the delivery of products, keeping track of the shel life of the products and always monitor of the product temperature and holding time.

*November 2015 -
April 2016*

- **Puregold Zurbaran (Active Cooperation for Economic Sustenance)**
Cashier
 - Greeted customer upon their entry into the store and helped them with any questions and concerns
 - Operated POS and scan the items that purchased by customer
 - Assisted shoppers with checking out, returning items and general questions
 - Maintained neat and clutter- free work area around the check out area in accordance with brand policy
 - Processed credit card,debit card, cash, giftcard and store credit transactions.
 - Assisted customers with purchase questions, promotion, concerns, defects and returns.

*March 2015 -
September 2015*

- **International Precision Assemblies Incorporation**
Production Operator
 - Setting up, monitoring and maintaining machines and equipment used in production lines.
 - Making minor repairs, replacing parts and testing finished materials for compliance
 - Soldering for plastic circuit boards are used in electronics.

*July 2014 - January
2015*

- **Puregold Carriedo (Active Cooperation for Economic Sustenance)**
Cashier

*March 2011 -
December 2011*

- **Gaisano Fast food(Unipace Corporation)**
Management Trainee
 - Help managers complete daily tasks and implementing new policies
 - Understand each departments daily processes and goals
 - Help manager in eevaluating performamnce of store
 - Do daily monitor the performance of staff and sales growth.

*August 2010 - March
2011*

- **Chowking**
Manager on Duty Reliever
 - Ensuring efficient workflow and workforce performance
 - Oversree operation in a store
 - Train newbie hired
 - Ensuring the Standard Operation Procedures are followed and performed.

January 2010 - June
2010

- **Chowking**
Cashier
 - Greets all customers politely when they enter the restaurant
 - Monitors orders and ensures their prompt delivery
 - Help package food in bags and boxes
 - Listen to and solved customer complaints, suggestions and inquires.

EDUCATION

2009

- **Iligan Medical Center College**
Bachelor of Science in Hotel and Restaurant Management

2005

- **Maria Cristina National High School**
High School
Fourth year Senior

2000

- **Napocoor Elementary High School**
Elementary

SKILLS

- ▪ Teamwork ▪ Communication Skills ▪ Interpersonal Skills ▪ Management Skills ▪ Knowledgeable in all aread of the restaurant ▪ Experienced in administrative/ back office work ▪ Proficient in various POS equipment ▪ Trustworthy, manage the restaurant in the absence of the Restaurant Manager ▪ Customer-focused, dedicated to providing excellent customet service ▪ Excellent motivator, encourages the team to give their best everyday.

LANGUAGES

- ▪ Filipino ▪ English

PERSONAL DETAILS

- Date of Birth : 01/07/1989
- Marital Status : Married
- Nationality : Filipino

REFERENCE

- **Cecil Geronimo - "Jollibee"**
General Manager
cecil.geronimo888@gmail.com
09173148531
- **Eugene Soriano - "Jollibee"**
Restaurant Manager
eugesoriano06@gmail.com
09758889435
- **Marjorie - "Jollibee"**
Assistant Restaurant Manager
marjorie.tubilan@gmail.com
09162910441

CERTIFICATIONS

- Food Safety Program
 - Safety and Security Elearning Course
 - Integrated Pest Control
 - Integrated Pest Management
 - Feedback Management System: Feedback is a Gift
 - Feedback Management System: Customer Recovery
 - Feedback Management System: Feedback Management Process
 - Enabling Excellence in Delivery
 - Long term Delivery Pricing
 - Allergen Management CBT
 - Institutional Sales Management Module 1 Part 1
 - Institutional Sales Management Module 2 Part 1,2,3

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