JONNEL J. DE JESUS

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Objective

Success driven individual with 5 years experience seeking a Restaurant Management Team position in a progressive restaurant with a view to using and developing professional skills and abilities in order to achieve management objectives.

Work Experiences

Trainee Shift Leader April 2021 to Present
Elevation Burger Kuwait

- Supervising employees, assigning duties, and creating a shift schedule.
- Monitoring team performance and ensuring duties are performed efficiently.
- Reporting any issues that arise during the shift to management..
- Ensuring compliance with company policies,
- health, and safety standards.
- Coaching team members.
- Opening and closing registers, accounting for the daily intake and preparing cash deposits.
- Handling customer issues and employee disputes
- Ordering product using Oracle System
- Conduct food safety procedure .
- Participate Labor Schedule , Labor Cost , Wastage ,

Shift Supervisor February 2016- March 2021
KFC Kuwait

- Schedule all activities for restaurant staff according to guidelines and ensure proper uniform of staff at all times and provide assist to all guest and administer all requirements for meals.
- Maintain all restaurant equipments and records and ensure compliance to all standards and perform work according to company policies and procedures.
- Supervise all kitchen and dining room activities and ensure optimal quality of all production and coordinate with guests to maintain optimal level of customer satisfaction and analyze all customer requirements and provide efficient response.
- Collaborate with manager to review all employee performance and provide training to increase all performance and monitor all guest requests efficiently to achieve all customer objectives and maintain knowledge on all liquor regulations.
- Manage all storage supplies and assign staff in all requisition activities and evaluate all daily specials.
- Oversee all work in shift and restock all supplies at end of shift and perform regular inspections on all equipments and recommend required repairs.

Unemployed June 2015 to Feb 2016

- That time i process my working application going kuwait

F & B co worker June 2014 to June 2015
IKEA Riyadh Saudi Arabia

- Greet customers, present menus, and explain daily specials to customers
- Prepare all operation set up before opening and set back up for refilling
- Prepare all set up in dining area such as condiment and back up chairs
- Operate the drink and coffee station and keep clean and tidy
- Have full knowledge related to range and kind of service we deliver
- Answer questions related to menu items and make recommendations
- Remove dirty dishes and glasses and clean tables after customers finish meals
- Assist in dish area for breakdown dishes and cleaning according to needs
- Clean and set up dining areas, refill condiments, roll silverware, and stock service areas
- Communicate to the guest and provide assistance with their queries

- comply with safety, health and hygiene policies and procedures
- Provide excellent customer service to guests
- Assist as back up for cashier area by have taking training and work as flexible according to needs

Administrative Aide III (Clerk 1) October 2012 to June 2014
Office of the Provincial Governor , Balanga City , Bataan Philippines

- Promptly Received Calls and immediately relay legitimacy calls to appropriate responder and ensure resolution of reported cases.
- Record the 117 system Functionality Calls
- Prepare report and submit all details of calls attended during the tour of duty Radio Operator for the preparation of daily journal
- Operating office equipment including printers, copiers, fax machines and multimedia
- instruments
- Answering customer questions, providing information, taking and processing orders and addressing complaints

Unemployed February 2012 to September 30 2012

- Unemployed only staying our home and take care my nephew .

Service Crew (Cashier , Lobby Person,Runner , Fries Station, Party Staff) April 2011 to February 2012
McDonald's

- Greet customers as they enter and thank them for their business as they leave
- Ensure food safety standards are being followed
- Prepare food according to the standard procedure
- Clean and maintain designated area during downtime
- Take customer orders correctly and efficiently
- Always say thank you before customer go
- Always Smile
- Help to prepare party food and apply clean as you go attitude .

Educational Background

New Era University 2021-2022
Bachelor of Science in Business Administration Major in Human Resource Development Management

- Graduating

Passport Validity

November 17, 2029