

Leonard Tannagan

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Experienced in Hospitality Industry with over 10 years of experience in food, sales and beverage industry. Excellent reputation for resolving problems and improving customer satisfaction. A motivated with engaging personality and flexible approach. Upbeat, friendly and anticipating customer needs to facilitate enjoyable dining experiences.

Skills

Ordering bar supplies		Excellent
Cleaning proficiency		Excellent
Food preparation and safety		Excellent
Beverage preparation		Excellent
Good communication		Excellent
People Oriented		Excellent
Good in Customer Service		Excellent

Work History

2019-11 - 2021-08

BAR UTILITY

Costa Crociere, Genoa

- bar utility is responsible for assisting in general duties in all bar area of the ship.
- Responsible for maintaining clean and organized bar pantries.
- Maintaining accurate and temperature-controlled storage of all the products.
- Participated in team-building activities to enhance working relationships.
- Worked within applicable standards, policies and regulatory guidelines to promote safe working environment.
- Used coordination and planning skills to achieve results according to schedule.
- Developed and maintained courteous and effective working relationships.

2019-01 - 2019-02

Customer Service Representative

Teleperformance, Mandaluyong

- Provided primary customer support to internal and external customers.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Clarified customer issues and determined root cause of problems to resolve product or service complaints.
- Updated account information to maintain customer records.
- Responded to customer requests for products, services and company information.
- Used company troubleshooting resolution tree to evaluate technical problems and find appropriate solutions.

2017-01 - 2018-12

Visual Merchandiser

American Eagle Outfitters - Alshaya Company, Riyadh

- Monitored and replenished display inventory and restructured according to available stock.
- Managed aesthetically pleasing displays to showcase company products and increase sales.
- Promoted seasonal products and trends to move stock and prepare for incoming inventory.
- Organized store merchandise racks by size, style and color.
- Arranged consistent shelves, bins and racks at locations by following established planograms..
- Created visual marketing and styled window displays.

2015-07 - 2016-12

Shift Supervisor Barista

Starbucks Middle East- Alshaya Company, Riyadh

- Created superlative coffeehouse experience through customer service, beverage preparation and presentation, in-store marketing and thorough cleanliness and sanitation of space.
- Maintained accurate inventory counts to meet customer demands and sustain operations.
- Trained, scheduled and supervised barista workers to maintain and uphold store policies and optimize staffing patterns.
- Served customers quickly and efficiently and created strategies to prevent delays.
- Handled and resolved customer issues and complaints with professionalism and tact to drive customer satisfaction and repeat business.
- Monitored food preparation, production and plating for quality control.

2012-07 - 2015-06

Barista

Starbucks Middle East- Alshaya Company, Riyadh

- Operated espresso machines and commercial coffee brewers to create beverages.
- Listened carefully to customer requests and created personalized, delicious beverages, which improved sales.
- Prioritized drink requests while managing interruptions.
- Restocked display cases with attractive arrangements to promote specialty food items like bagels and muffins.
- Explained beverage preparation and offered samples to help customers choose ideal items.
- Cleaned counters, machines, utensils and seating areas daily.
- Made and served brand-specific café beverages with focus on speed, quality and consistency.

2010-02 - 2012-05

Barista

Scoler Coffee -Al-Sinjab & Al-Tashelat Co., Riyadh

- Promoted additional items with beverages, increasing store sales.
- Explained beverage preparation and offered samples to help customers choose ideal items.
- Pleasantly interacted with customers during hectic periods to promote fun, positive environment.
- Monitored supply levels at counter and maintained customer areas to meet typical demands.
- Created wide variety of hot and cold drinks in average shifts with consistently positive customer satisfaction scores.
- Brewed and served coffee, tea and other non-alcoholic drinks according to company standards.

2007-09 - 2008-03

Dining Crew

Jollibee Foods Corporation, Tuguegarao

- Assessed plated meals for adherence to presentation standards and verified food items against guests' orders prior to delivery.
- Stocked prep areas by refilling silverware trays, stacking cups, folding napkins and refilling condiments.
- Maintained cleanliness of dining room and food stations.
- Assisted customers with carry-out service.
- Delivered exceptional guest experiences through attentive service and quick response to issues.

Education

2005-06 - 2008-08

Bachelor of Science: Hotel And Restaurant Management-Undergraduate

F.L Vargas College - Tuguegarao City ,Philippines

Accomplishments

- Has been Awarded with Bravo Certificate 4th day of April 2013 -Excellent contribution towards meeting our objective for Quarter 1 target sales.
- Has been Awarded with Bravo Certificate 5th day of January 2015 for Outstanding Customer Service Experience in Starbucks Ehsaa branch Riyadh.
- Awarded a M.U.G "Moves of Uncommon Greatness" for helping out and eager to cover other partner's shift.
- Completed the "Food Specialist" Workshop assessment result .
- Promoted a Shift Supervisor 1st of July 2015 and Certified barista trainer 2nd of September 2015.

Languages

English



Excellent

Arabic



Very Good