

## **FREDDIE BOY MANZANO MABUTI**

**Location:** Purok 01, Aurora, Quezon, Nueva Vizcaya

**Current Location :** KSA Al khobar

**Contact Number:** 0548596369

**Gmail Address;** [freddieboymabuti38@gmail.com](mailto:freddieboymabuti38@gmail.com)



### **OBJECTIVES**

- To be part in the attainment of the company's goal and objectives.
- To utilize my knowledge, skills and interest in the field of Associate in Hotel and Restaurant Management.
- To obtain a position where I could effectively apply my skills and knowledge I've learned and to give an opportunity to work productively and accurately to the company.

### **JOB EXPERIENCES**

#### **Shift Manager/Supervisor**

**Burgerfi Restaurant (AMERICAN FAST CASUAL) AL KHOBAR KINGDOM OF SAUDI ARABIA**

**September 01, 2021- to present**

**Originated in Lauderdale-By-The-Sea, Florida.**

Supervisor's responsibilities include the following:

- ❖ Direct and motivate teammates.
- ❖ Communicate company and division information to teammates.
- ❖ Listen, address and follow-up to teammate concerns, questions and problems.
- ❖ Facilitate communication within the warehouse leadership team and between division/warehouse leadership and teammates.
- ❖ Understand goals and standards, implement department procedures to meet those standards, and promote them to and gain buy-in and positive results from teammates.
- ❖ Ensure department and warehouse procedures will cut unnecessary costs, add value for customers, and improve morale and the work environment for teammates.
- ❖ Supervise and manage daily work of department teammates.
- ❖ Create and maintain schedules and job assignments of department teammates.
- ❖ Maintain all departmental paperwork.
- ❖ Provide training as needed to maintain an efficient and knowledgeable workforce.
- ❖ Provide coaching/corrective action, training and development for teammates.
- ❖ Enforce all Distribution Center policies and issue coaching/corrective action as needed.
- ❖ Ensure adherence to proper operational and safety procedures.
- ❖ Be a visible and a vocal advocate for safety.
- ❖ Relieve other supervisor(s) during their vacations.

- ❖ Comply with company work and safety rules.
- ❖ Work independently and in a team environment.

### **Shift Manager/Supervisor**

#### **FIVE GUYS RESTAURANT (AMERICAN FAST CASUAL) KINGDOM OF SAUDI ARABIA**

October 30, 2015- June 15, 2021

Five Guys Burgers and Fries

Originated from Arlington Virginia spread throughout the city and continues born in different Countries.

Supervisor's responsibilities include the following:

- Managing workflow.
- Creating and managing team schedules.
- Reporting to HR and senior management.
- Evaluating performance and providing feedback.
- Identifying and applying career advancement opportunities.
- Helping to resolve employee issues and disputes.

#### **SUPERVISOR JOB DESCRIPTION**

A supervisor is found widely throughout various industries. A supervisor works to ensure a positive experience for the customer by overseeing all aspects of their experience interacting with the company. They assist with the execution of daily operations through staff training, supervision and team building. A supervisor is well educated on the policies and expectations of the company and is usually promoted from within or has prior relevant experience.

A supervisor in specialized industries will also be required to possess certifications relevant to the field. Recent experience in the industry they are working is essential, as they oversee managing employees and their daily interactions with customers and do so to company standards. Leadership skills and ability to resolve challenges quickly are common attributes of an effective supervisor.

#### **WAITER**

##### **Cravia Arabia Company United Arab Emirates**

##### **ZAATAR w' ZEIT ( LEBANESE FOOD, (CASUAL RESTAURANT)**

**February 01 to MAY 30, 2021**

**Waiter responsibilities include:**

- Providing excellent wait service to ensure satisfaction.
- Taking customer orders and delivering food and beverages.

- Making menu recommendations, answering questions and sharing additional information with restaurant patrons.

### **Waitress/ Waiter Job Description**

Greets customers and offers restaurant or cafe menus, answers questions about menu offerings, processes food and drink orders, carries food and drinks from kitchen to tables, and prepares bills and processes payments.

### **Waiter Job Duties and Responsibilities**

- Welcomes customers when they arrive at a restaurant, cafe, or other eating or drinking establishment
- Introduces customers to the menu and announces daily or seasonal menu specials
- Answers questions about menu items, ingredients, and pricing
- Takes customers' orders for food and drink by writing them on a ticket, entering them into a tablet, or memorizing them
- Passes customer orders along to kitchen staff for preparation
- Prepares drinks and serves them to customers
- Collects food orders from the kitchen, verifies that they are correct, and serves them to customers
- Ensures that customers are satisfied with their meals and processes orders for additional courses if necessary
- Removes used dishes, glasses, and flatware from tables
- Prepares cheques and delivers them to customers
- Processes cash and credit card payments and returns change to customers if necessary
- Sets tables with dishes, glasses, and flatware and refills condiments
- Maintains familiarity with menu items, specials, and restaurant information
- Meets with managers and wait staff daily or regularly in order to learn about menu changes and specials as well as discuss upcoming reservations and customers with special needs

WAITER/HOUSEKEEPING/LINE KITCHEN

### **Highlander Hotel and Resort (three star) PHILIPPINES**

Practicum as on the job training

December 01, 2013 to March 16, 2014

National Highway, Solano, Nueva Vizcaya

### **Employed**

June 08, 2014 to June 01, 2015

Having worked with experienced rendered one years in Highlander Hotel and Resort.

## **Waiter Job Description: Top Duties and Qualifications**

A Waiter, or Server, is an employee who serves customers in a cafe or restaurant. Their duties include welcoming customers, answering questions related to the menu, delivering orders and processing payments.

### **Waiter duties and responsibilities**

A Waiter's main responsibility is to ensure that customers have an enjoyable dining experience. A Waiter should have excellent customer service skills, they should greet customers in a polite and friendly manner, provide them with menus and suggest seasonal specials. They also are to the point of contact for bills and return of any funds. Depending on the restaurant, Waiters also perform several front-of-the-house duties such as cleaning the tables after customers.

- Greeting customers as they settle down at the cafe or restaurant tables and introducing them to the menus
- Taking the customers' orders and delivering them to the kitchen staff for preparation
- Confirming that the food items match the orders and delivering them at the tables
- Inquiring if the customers are satisfied, giving bills and processing payments
- Operating the drink fountain and coffee station
- Attending regular meetings with restaurant and kitchen managers to find out about menu changes and menu specials

## **HOUSEKEEPING**

### **Housekeeper Job Description**

Cleaning and maintaining a private residence or commercial building to make sure that it meets any housekeeping sanitation requirements (for commercial buildings, such as healthcare facilities, restaurants, and government agencies) and provides a comfortable space for residents or employees.

### **Housekeeper Job Duties**

- Dusting and polishing furniture and fixtures
- Cleaning and sanitising toilets, showers/bathtubs, countertops, and sinks
- Maintaining a clean and sanitary kitchen area
- Making beds and changing linens
- Washing windows
- Vacuuming and cleaning carpets and rugs
- Sweeping/vacuuming, polishing, and mopping hard floors
- Sorting, washing, loading, and unloading laundry
- Ironing clothing items

- Using any cleaning equipment such as vacuums, mops, and other cleaning tools
- Keeping bathrooms stocked with clean linens, toiletries, and other supplies
- Cleaning mirrors and other glass surfaces
- Emptying trash receptacles and disposing of waste
- Steaming and cleaning draperies
- Washing blinds
- Tidying up rooms
- Monitoring cleaning supplies and ordering more as needed
- Reporting any necessary repairs or replacements

## **WAITER**

### **Balai Gloria Restaurant& Café Angelo PHILIPPINES**

Pre on the job training

Washington Street, Solano, Nueva Vizcaya

October 12, 30, 2013

## **JOB DESCRIPTION**

Waiters or Waitresses are responsible for taking orders and serving food and beverages to guests. They play an important role in guest satisfaction as they are also responsible for checking on customers to ensure that they are enjoying their meals and take action to correct any problems.

## **WAITER DUTIES AND RESPONSIBILITIES**

- Provide excellent customer service to everyone who visits your restaurant.
- Assist diners with ordering by answering menu questions or making recommendations upon request.
- Take accurate food and drink orders using a restaurant POS system and communicate order details to the kitchen staff as needed.
- Check customer's ID if necessary to assure they are of legal drinking age.
- Inform guests about restaurant customer loyalty programs, or any other specials and promotions.
- Up-sell any additional products when appropriate.
- Serve food and drink orders to guests.
- Present and pour wine selections with the appropriate stemware.
- Stay up to date on any menu changes and daily specials.
- Check in with diner's to make sure they are enjoying their meals and correct any problems.
- Clear away dirty plates, glassware, flatware and linens and clean tables after diners have finished.
- Maintain a neat and clean dining area.
- Roll silverware, set up food stations, and prep for the next shift.

- Replenish condiment and napkin containers.
- Deliver checks and process bill payments.

## **SEMINARS/TRAININGS ATTENDED**

### **National Certificate II**

*Commercial Cooking  
PLTC, Bayombong Nueva Vizcaya  
February 07, 2013*

### **National Certificate II**

*Housekeeping  
PLTC, Bayombong Nueva Vizcaya  
May 23, 2013*

### **National Certificate II**

*Food and Beverage Procedure  
PLTC, Bayombong, Nueva Vizcaya  
June 06, 2013*

### **Workshop on Nutrition Education” Infant and young child Feeding program”**

*Nueva Vizcaya State University  
March 31, 2014*

### **Job orientation Seminar**

*Nueva Vizcaya State University  
April 08, 2014*

### **Symposium on Academic Rights**

*Nueva Vizcaya State University  
Jan 12, 2014*

## **PERSONAL DATA**

Date of Birth;	November 28, 1989
Place of Birth;	Aurora, Quezon, Nueva Vizcaya
Age;	31 years old
Gender;	Male
Height;	5’6”
Weight;	75 kg
Civil Status;	Single
Nationality;	Filipino
Religion;	Roman Catholic

Father; Augustin P. Mabuti  
Occupation; Farming  
Mother; Zinaida M. Mabuti (+)  
Occupation; Housekeeping

#### HOBBIES

- ❖ Playing chess
- ❖ Playing ancient Filipino culture game
- ❖ Photography
- ❖ Videography
- ❖ watching movies

#### SPECIAL SKILLS

Management Skills  
Computer Literate, Ms Office, Ms Excel, Ms Ppt.

#### EDUCATIONAL BACKGROUND

Tertiary Level;  
Associate in Hotel and Restaurant Management  
Nueva Vizcaya state university  
Bayombong Nueva Vizcaya  
S.Y.: 2012-2014

Secondary Level;  
Quezon National High School  
Quezon Nueva Vizcaya  
S.Y.:2008-2011

Elementary Level;  
Aurora Elementary School  
Aurora, Quezon Nueva Vizcaya  
S.Y.:2002-2007

#### CHARACTER REFERENCES;

**George B. Bumagat**  
Restaurant General Manager  
**Five Guys Burger and Fries Restaurant**

**Dr. Perlita C. Tiburcio**

Dean, College of Human Ecology  
Nueva Vizcaya State University Bayombong Campus  
Bayombong, Nueva Vizcaya

**Prof. Ma. Theresa A. Fulgencio**

Professor, College of Human Ecology  
Nueva Vizcaya State University Bayombong Campus  
Bayombong, Nueva Vizcaya

**Prof. Lourdes Capua**

Professor, College of Human Ecology  
Nueva Vizcaya State University Bayombong Campus  
Bayombong, Nueva Vizcaya

**Ms. Prescilla DimlaMacaranas**

Resident Manager of Highlander Hotel and Resort  
Aritao, Nueva Vizcaya

*I hereby attest that all the above information is true and connects to the best of my knowledge and belief.*

**FREDDIE BOY MANZANO MABUTI**  
*Applicant*