

ROANNA F. LOMO

#80 Josefa St North Susana Exec Vill. Matandang Balara

Quezon City

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PROFESSIONAL SUMMARY

Organized and dedicated assistant with proven track record of providing exceptional customer service in fast-paced environment. Self-motivated work ethics with ability to perform effectively in independent or team environment.

EMPLOYMENT HISTORY

POSTION: **SHIFT LEADER**

COMPANY: 3K Golden Foods Corporation (MCDONALD's PHILIPPINES)

ADDRESS:108-109 Robinsons Magnolia, Aurora Blvd.Cor.Hemady & N.Domingo St.

Brgy.Kaunlaran, Quezon City

DATE: January 18,2022- Presently employed

Job Description / Duties and Responsibilities

- Responsible for executing gold standard quality of products
- Frequently talking to customers to measure and improve their satisfaction experience
- Control food cost, waste and cash while managing shifts
- Executes, enforce and manages all food safety and sanitation requirements and health and safety programs
- Responsible in reporting / delivering monthly result to the management team
- Demonstrates and reinforce the leadership behaviors and basic people minimums to gain commitment from crew and leadership
- Maintains records for safety and appropriately documents contribution and performance in personnel file
- Performed assigned daily task
- Ensure all security procedure and cash handling policies and procedure are executed properly
- Manages shifts and areas without supervision, prepare shift change over for the next Manager.
- Handling crew Schedule, Coordinator in Training Department and Coordinator in People Department .

POSITION: **ASSISTANT MANAGER**

COMPANY: Latinus Foods Inc (MCDONALD's PHILIPPINES)

ADDRESS: El Pueblo Real De Manila Julia Vargas St.Ortigas Center Pasig City

DATE: October 31 2017 to January 5,2022

Reason for leaving: Store Closed (Sold Land By the Owner)

Job Description / Duties and Responsibilities People

- Enforces and educates crews on basic people minimums and safety procedures
- Manages the development and training of crew
- Treats crews as customer; trains crew and delivers performance appraisals
- Maintains documentation of crew performance in personnel file
- Demonstrates and reinforces the leadership behaviors and basic people minimums
- Executes a plan, based on employee commitment measurement
- Executes the in-store portion of the crew recruitment plan and store retention plan

QSC/Sales Building

- Performs customer relations in the restaurant and gathers customer feedback to initiate actions for improvement
- Maintains critical standards for product quality, service speed, cleanliness and sanitation
- Models performance standards for all crew stations and maintenance
- Uses pre-shift and shift planning tools to manage and ensure a smooth shift
- Performs assigned equipment calibration
- Supports market-wide and store marketing promotions
- Assists in the implementation of new products and procedures
- Conducts Trading area survey; formulates and implements action plan

Profit

- Controls assigned P & L line items, food costs and cash
- Supervises delivery of raw products
- Conducts an energy survey and implements action plan

Systems

- Training /Marketing
- Properly executes on going and upcoming promos of marketing
- Ensures all security procedures and cash handling policies and procedures are executed properly

Administration

- Completes assigned reports and updates sales
- Uses proper security and verification procedures when handling deposits and the contents of the safe
- Maintains records for safety and appropriately documents contributions and performance in personnel file
- Ensures all restaurant reports are complete and accurate

POSITION: **SERVICE CREW/CREW TRAINOR**

COMPANY: Amarillo Burger Ventures (MCDONALD's PHILIPPINES)

ADDRESS: G/F Strata 100 building Emerald Ave. Ortigas Center, Pasig City

DATE: May 2017 – October 30, 2017

Reason for leaving: Promoted

Job Description / Duties and Responsibilities

- Responsible for preparing quality products being serve
- Responsible for fast-and accurate service
- Practice suggestive selling / Sell up
- Responsible for monitoring of cleanliness of every corner of the store
- Follow standard procedure in food handling and preparation of products
- Keeps a pleasant and friendly atmosphere in the restaurant
- Provide and maintain good customer relations

POSITION: **SERVICE CREW/CREW TRAINOR**

COMPANY: Golden Arches Development Corporation (MCDONALD's PHILIPPINES)

ADDRESS: PASIG CITY

DATE: FEB. 24, 2013- April 30, 2017

Reason for leaving: Store Branch Franchised

Job Description / Duties and Responsibilities

- Responsible for preparing quality products being serve
- Responsible for fast-and accurate service
- Practice suggestive selling / Sell up
- Responsible for monitoring of cleanliness of every corner of the store
- Follow standard procedure in food handling and preparation of products
- Keeps a pleasant and friendly atmosphere in the restaurant
- Provide and maintain good customer relations

AWARD CERTIFICATE

OCT 2021 PASSED BRAND STANDARD VISIT

JUNE 2021 PASSED SAFETY SEAL

MAY 2021 PASSED FOOD SAFETY

OCT 2020 PASSED FOOD SAFETY

TRAINING ATTENDED

Course: **BASIC PEOPLE CLASS**
Training Center: Mcdonalds Training Center
Location: Palanca Street Makati city
Date: August 6,2018

Course: **SHIFT MANAGEMENT EXCELLENCE COURSE**
Training Center: Mcdonalds Training Center
Location. : Palanca Street Makati City
Date: February 27-March 2,2019

Course: **FOOD SAFETY COURSE**
Training center: Mcdonalds Training Center
Location: Palanca Street Makati City
Date : February 26,2019

Course: **FIRST AID**
Training center : PROMPT C. A. R. E Learning Center, Inc.
Location: Robinsons Magnolia
Date: June 16-17,2022

EDUCATIONAL BACKGROUND

High school: Juan Sumulong High School
Address: 18th Avenue Brgy.San Roque Cubao ,Quezon City
Date. 2006-2010

Elementary school: Gayusan Elementary School
Address: Brgy.Gayusan Agno,Pangasinan
Date: 2000-2006

PERSONAL DATA

Date of Birth: September 16,1993
Place of Birth: Agno,Pangasinan
Height: 5'0
Weight: 100 lbs
Religion. Roman Catholic
Civil status: Single

Nationality. Filipino

Character Reference

Jhoan Benaojan

RGM

Mcdonalds starmall shaw

09190771822

Mary Doll Ignacio

RGM

Mcdonalds El Pueblo

09369629182

Rhodora Rubang Almodiel

Assistant Manager

Mcdonalds El Pueblo

09307425886


Roanna Lomo
Applicant