JAYSON S. RILLO

Waiter, with 8 years of experience in cruise and hotel industry. Recognized for ability to communicate with customers and provide exceptional service that ensures guest satisfaction and positive feedback. Aiming to leverage my knowledge to effectively perform a management position in your company.

142 Judge P. Ramos St. Poblacion I-A Ternate, Cavite 4111

+63918-587-5411

jaysonrillo.31@gmail.com

KEY SKILLS

- Leadership
- Customer Service
- Communication
- Adaptability
- Ability to work under pressure
- Time management

LANGUAGES

GERMAN

Good

SPANISH

Experience

November 2021- September 2022
NAME OF AGENT: CF SHARP CREW MANAGEMENT INC.
NAME OF PRINCIPAL: NORWEGIAN CRUISE LINE

VESSEL:	*FROM:*	*TO:*	*POSITION:*
Norwegian Sky	*29-Nov-2021*	*11-SEPT-2022*	*Assistant Waiter*

ASSISTANT WAITER

Responsibility within the Restaurant Department on board included:

- Ensures that assigned station is property setup with the required amounts of china glassware, silverware and mis-en-place prior to the start of service.
- Complies with sequence of service for food and beverage, and follows the lead/instructions of the Waiters to ensure timeless of service to guests.
- Resolves any service and/or product deficiencies that may occur, to ensure satisfaction of service with guests in assigned station.
- Ensures that assigned station is properly cleaned and set-up at the end of the meal period and that all assigned side work is complete.
- Performs other jobs as assigned, to include but not limited to manning non-cooking buffet action stations(i.e. carving station, dessert station

Good

May 2014-July 2019
NAME OF AGENT: JEBSENS MARITIME, INC.
NAME OF SHIPOWNER: CELEBRITY CRUISES
NAME OF PRINCIPAL: SEA CHEFS CRUISES LTD.

VESSEL:	*FROM:*	*TO:*	*POSITION:*
Mein Schiff 3	*17-Nov-2018*	*02-Jul-2019*	*Waiter*
Mein Schiff 3	*10-Jan-2018*	*31-Jul-2018*	*Waiter*
Mein Schiff 3	*14-Jan-2017*	*17-Oct-2017*	*Waiter*
Mein Schiff 3	*06-Jan-2016*	*27-Oct-2016*	*Junior Waiter*
Mein Schiff 3	*17-Jan-2015*	*30-Oct-2015*	*Trainee Restaurant*
Mein Schiff 3	*07-May-2014*	*02-Dec-2014*	*Utility Restaurant*

WAITER

Responsibility within the Restaurant Department on board included:

- Responsible for the workflow in the assigned service area and the related administrative work, in close cooperation with the Maitre D' and the Head Waiter.
- Professional wine and beverage service to the set standards
- Cleaning and sanitizing of workplace and utensils, wearing/using PPE
- Professional storage of all equipment in compliance with the agreed standards
- Notification and handling of all relevant (unusual) events, such as damages, repairs, security violation etc.
- Preparation of logs and check lists
- Inventories, examination and control of stock movements
- Awareness of the chemical management policy related to the safe handling storage
- Familiar with SQM (Safety Quality Management), USPH (United State Public Health), HACCP (Hazard Analysis and Critical Control Points) and IPM (Integrated Pest Management) procedures.

Achievement:

Employee of the month September 2014

October 2011-April 2013
MANILA HOTEL

WAITER

Responsibility within the Restaurant Department in Hotel included:

- Provide the perfect service experience for every guest
- Ensure the guest feels important and welcome in the restaurant
- Serve the Guest in an accommodating manner
- Making menu recommendations, answering questions and sharing additional information with restaurant patrons.

Education

BACHELOR OF SCIENCE IN HOTEL AND RESTAURANT MANAGEMENT
CAVITE STATE UNIVERSITY
NAIC CAMPUS, NAIC CAVITE
2007-2011

Certification

- BT (Basic Training)
- Crisis Management
- Crowd Management
- Ship Security Awareness Training
- Allergy Management Training
- BERLITZ LEVEL 1-4 (German Language)

JAYSON S. RILLO
Applicant