

Cristina Girado Reyes



Mobile No.:0950 3258131

Current Address: 266 Vicenta St. Marick subdivision

Brgy. Sto. Domingo Cainta, Rizal, 1900 Philippines

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PROFESSIONAL SUMMARY

Food and beverage staff/ trainer-is responsible to be a role model to co - employees. Conduct trainings and orientation to the new team member. Follow the standard operating procedures and provide the good quality and service to achieve overall 100% customer satisfaction. Shows accountability and ownership to the business to achieve the goals of the restaurant/ business.

SKILLS

- Can work under pressure.
- Multi-tasking
- Perform quality over quantity
- Trainer
- Knowledgeable.

EXPERIENCE (From your most recent job) (ALL EMPLOYMENT/EXPERIENCE)

Position: Customer service representative

Date: March 28,2022 - present

Company: Teleperformance

Address: Silvercity Pasig

Job Description / Duties and Responsibilities:

- Received calls and listen to the customers concern.
- Collect and verify the customer information.
- Follow the call flows and provided scripts.
- Transfer the customer to the right department to assist them to provide the solutions regarding with their concern
- Make sure that the customers concerns has been resolved by contacting them again for the confirmation.
- Give 100% customer satisfaction.

Position: Account Specialist
Date: Sept. 9,2021 to March 23, 2022
Company: Telan Solutions
Address: Kapitolyo Pasig, City

Job Description / Duties and Responsibilities:

- Contact the customer to remind their outstanding debts.
- Provide possible consequences regarding overdue payment.
- Offer payment arrangement to the customers for them to be able to settle their outstanding balance.
- Verify their account information.
- Let them pay to avoid negative record to the bank.
- Perform the proper call flows and scripts.
- Always listen to the customers concerns and acknowledge.

Position:Team member/Trainer
Date:March 14,2016 to January 2021
Company :AL homaizi food Stuff/Kout food Group
Pizza hut
Address : Kuwait City

- *Greet and assist the guests to their preferred tables.
- *Give the menus and take the order if the guests are ready.
- *Responsible to provide the good quality of food and service.
- *Maintains the cleanliness of the restaurant.
- *Follow the food safety principles.
- *Follow the standard operating procedures.
- *Shows accountability and ownership of the business.
- *Monitoring the holding time / expiration date of the products
- *Aim to achieve the high score for the Store Audit.

Position :Restaurant Cashier
Date: April 2014 to February 2016
Company:Scotland Inc. (Bonchon Chicken)
Philpower Cooperative
Address :Quezon City, Philippines

- *Welcome and greet the customer.
- *Take the order/verify their orders and give the serving time.
- *Accept payments and give the exact change.
- *Follow the order taking procedures.
- *Maintains cleanliness of the counter station.
- *Prepare the drinks and desserts
- *Monitoring the holding time /expirations of the product.
- *Responsible to give 100% good customer service.
- *Always ready for the store audit visit to achieve high score. **Position: Shift**

Position :Shift Leader/Supervisor
Date:September 2005 to July 2013
Company:Brilliant Bakers Inc. (Dunkin Donuts)
Sept. 08,2005 to Feb. 07,2006
Golden Tri-bloc Inc (Dunkin Donuts)
Feb. 08,2006 to Aug. 30,2013
Address :Taytay Rizal, Philippines

- *Received donuts and stocks delivery.
- *Monitor the stocks availability.
- *Responsible for the cleanliness of the entire store.
- *Follow the order taking procedures.
- *Monitor the holding time and expiration date of the products.
- *Conduct trainings to the new team member.
- *Always prepared for the store audit to achieve high score.
- * Dropped the sales in exact amount versus sales report.
- *Accountability and ownership to the business.

Position : Apprentice
Date: March 11,2005 to July 5,2005
Company : Redribbon Bakeshop
Adress: Libis, Quezon City

- *Prepare the packaging materials for finished cakes and other bakery products.
- *Monitor the expiration dates of the cakes and other bakery products.
- *Responsible for the availability of the packaging materials.
- *Check the quantity of the packaging materials from the order slip coming from the production area to be delivered.

Position :Production Crew
Date: March 22,2004 to August 30,2004
Company :Monde M. Y San Corporation
Address :Cainta Rizal, Philippines

- *Sanitizing before entering the production area.
- *Prepare the packaging materials of the biscuits and check the quantity/quality of the materials.
- *Packed the biscuits properly.
- *Check the quality of the biscuits and remove the reject biscuit.
- *Follow the quantity according to the list.
- *Proper endorsement to the incharge dispatcher.

EDUCATION

College/University

Year: 2004

Course: Bs tourism

School / Address: University of Rizal System, Angono, Rizal

Secondary

Year 1998-2002

School / Address: Francisco P. Felix Memorial National High school, Cainta Rizal

PERSONAL INFORMATION

Date of Birth : November 01, 1985

Civil Status : Married

Nationality : Filipino

Passport Number :P5760335A

SEMINAR AND WORKSHOP

Personality Development Seninar

July 26,2003

University of Rizal System

Angono, Rizal

Brand Training Sales and Trained Program

February 16-23,2011 and February 28-March 5,2011

Dunkin Donuts Corporate Office

Taytay, Rizal

Guest Service

November 20.2017

Kout Food Group

KFG Business Support Center

Kuwait

Food and Health Safety

November 6,2018

KFG Business Support Center

Kuwait

Easiest-Fastest-Tastiest National Competition 2019

August 28,2019

Pizza hut Kuwait

Expert Train the Trainer Training

August 19,2017

KFG Business Support Center

Kuwait

Assessment Center Development Plan

April 09,2019

KFG Business Support Center

Kuwait

REFERENCES

Name: Jhunrey Cuso Reoja

Position: Supervisor

Company / Address :A & W Burger, Canada

Contact No: 7802976542

Name: Liezel Ortinero

Position: Supervisor

(Former manager of Pizzahut in kuwait)

Company/ Address: A&W Burger, Canada

Contact No:

Name:Rodel Rellama

Position: Supervisor

Company/ Address: Teleperformance, Silvercity Pasig

Contact No: 09262312380