



RAFAEL S. BRIONES

DEPARTMENT MANAGER (ACTING GENERAL MANAGER)

I am a customer-oriented restaurant department manager with 20 years of experience in the food industry; serving at the front counters, implementing safety procedures, managing people, and a variety of other restaurant-related tasks.

CONTACT INFO

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SKILLS

- Microsoft Office knowledge
- Good communication skills
- Leadership skills
- Data analysis
- Problem-solving skills
- Passionate and empathetic

EDUCATION

Computer and System Design
Programming
2nd Year Level
AMA Computer Learning College
1997-2000

EXPERIENCE

Department Manager 2018-PRESENT
McDonald's Philippines - QSCV
Corporation

- Maintains controllable P&L line items within budget and reconciles the monthly P&L in close collaboration with the restaurant management.
- Supports the restaurant manager in ensuring the delivery of the customer promise through the management of the daily operations of a single restaurant; helps manage financial controls, operations, people development, customer service, and compliance across shifts for desired restaurant outcomes (i.e. increased sales, profitability, and employee retention); and has full accountability for restaurant operations in the absence of the restaurant manager or senior assistant manager.

Assistant Manager 2011-2018
McDonald's Philippines - QSCV
Corporation

- Supported the restaurant manager in ensuring the delivery of the customer promise through the management of the daily operations of a single restaurant; helped manage financial controls, operations, people development, customer service, and compliance across shifts for desired restaurant outcomes (i.e. increased sales, profitability, and employee retention); and had full accountability for restaurant operations in the absence of the restaurant manager or senior assistant manager.

Internal Management Trainee

2010-2011

McDonald's Philippines – QSCV Corporation

- On-floor manager – Was responsible for delivering 100% customer satisfaction with an outstanding level of quality, service, and cleanliness
- Food safety coordinator
- Was in charge of building maintenance.

Crew Trainer/Crew Chief

2006-2010

McDonald's Philippines – QSCV Corporation

- Was in charge of new hire crew member training. quality, service, and cleanliness
- Food safety coordinator
- Operations member

Crew Member

2003-2006

McDonald's Philippines – QSCV Corporation

- Was responsible for delivering 100% customer satisfaction with an outstanding level of quality, service, and cleanliness
- Food safety coordinator
- Operations member

Crew Member

1997-2000

Golden Arches Development Corporation

- Was responsible for delivering 100% customer satisfaction with an outstanding level of quality, service, and cleanliness
- Food safety coordinator
- Operations member

TRAININGS & SEMINARS

Effective Management Training

JUNE 25- JUNE 29, 2018

Five days of training on Scheduling System, Training System, Ordering and Inventory Management System, and Effective People Practice II McDonald's Training Center Philippines

TRAINING & SEMINARS

Advanced Management Refresher

Four days of refresher on Valuing People, Effective Coaching , Counseling, Time Management and an Overview on Equipment Planned Maintenance McDonald's Training Center Philippines

JANUARY 17-20, 2017

Local Store Marketing Basic Class

One day training on Local Store Marketing McDonald's Training Center Philippines

JANUARY 16, 2017

Advanced Shift Management

Four days of training on Valuing People, Effective Coaching , Counseling, Time Management and an Overview on Equipment Planned Maintenance McDonald's Training Center Philippines

JANUARY 25-28, 2011

Basic Shift Management

Four days of training on Valuing People, Effective Coaching , Counseling, Time Management and an Overview on Equipment Planned Maintenance McDonald's Training Center Philippines

DECEMBER 7-10, 2010

Food Safety Class

One day training on food safety, clean and Sanitary, McDonald's Training Center Philippines

DECEMBER 6, 2010