

Jcee Carl Roa Eco

Riyadh, Kingdom of Saudi Arabia

+966580855018

pakdoteco@gmail.com

Objective:

To work for a reputed company as a Food and Beverage Attendant position where I can develop and utilize my versatile skill set demands value to the company I work for and thus to prove my worth.

Education:

Bachelor of Science in Financial Management

Colegio De Caraga

Butuan City

2012 - 2016

Skills:

- Customer Service Oriented
- Knowledge in handling customer complaint
- Knowledge in Food hygiene
- Ability to lift heavy equipment
- Good at Communication
- Ability to stand and work long hours
- Work independently and collaboratively
- Ability to carefully read and follow directions
- Flexibility in work duties and schedule
- Good teamwork skills
- Easily adjusts to different work environments and shifts
- Can work even under minimum supervision
- Excellent physical stamina and the ability to multitask
- Highly Motivated and Good Listener
- Capability to Work under Pressure
- Ability to prioritize
- Can undergo training

Experience:

Supervisor/Cashier/ Barista - Riyadh, KSA

Veto Cafe Company *June 13, 2019 - Present*

Responsibilities as a Supervisor:

- Screening, interviewing, hiring, and training staff.
- Managing Coffee Shop staff's work schedules.
- Conducting regular inspections of the restaurant kitchen to determine whether proper standards of hygiene and sanitation are maintained.
- Overseeing food preparation, presentation, and storage to ensure compliance with food health and safety regulations.
- Checking in on dining customers to enquire about food quality and service.
- Monitoring inventory and ensuring that all food supplies and other restaurant essentials are adequately stocked.
- Reviewing customer surveys to develop and implement ways to improve customer service.
- Resolving customer complaints in a professional manner.

Responsibilities as a Cashier

- Welcoming customers, answering their questions, helping them locate items, and providing advice or recommendations.
- Operating scanners, scales, cash registers, and other electronics.
- Balancing the cash register and generating reports for credit and debit sales.
- Accepting payments, ensuring all prices and quantities are accurate and providing a receipt to every customer.
- Processing refunds and exchanges, resolving complaints.
- Maintaining a clean workspace.

Responsibilities as a Barista:

- Greet customers as they enter
- Give customers drink menus and answer their questions regarding ingredients
- Take orders while paying attention to details (e.g. preferences of coffee blend, dairy and sugar ratios)
- Prepare beverages following recipes
- Serve beverages and prepared food, like cookies, pastries and muffins
- Maintain stock of clean mugs and plates
- Check if brewing equipment operates properly and report any maintenance needs
- Comply with health and safety regulations
- Communicate customer feedback to managers and recommend new menu items