

MARK ANTHONY S. DUMEG

Bagong Pag-asa, Quezon City, Philippines • mark_dumeg@yahoo.com • +63 9182858793 | +63 9568595587

OBJECTIVE

To be able to boost, enhance and apply my experience and knowledge in serving, guests and patrons in a foreign country. To become part of a company where I could share and develop my skills, and abilities and become an asset to the company. My goal is to continually be part of the world service where I could assist and help others in the best way I can.

PROFESSIONAL EXPERIENCE

2018 – present
Philippines

DRIVER, *Grab Philippines*

- Pick up clients with a warm welcome, in a clean and safe vehicle
- Provide passengers with assistance entering and exiting vehicles, and help them with any luggage
- Safely transport passengers to their destinations on time
- Possess navigational skills to read a map, locate addresses within the designated pick-up and destination area, and able to navigate adverse terrain including multi-story buildings
- Obey all traffic laws and followed established traffic and transportation

01.2018 – 04.2018
Quezon City, Philippines

STORE MANAGER, *Marufuji Fast Food*

- Oversaw the establishment's maintenance, cleanliness, and security
- Maximized profits and achieved sales targets set by head office
- Ensured high standards of customer service are maintained
- Implemented and instilled in my team company policies, procedures, and ethics

2016 – 12.2017
Quezon City, Philippines

RESTAURANT SUPERVISOR, *Banana Leaf Casual Fine Dining*

- Responsible for the efficient management, operations, and maintenance of the restaurant in accordance with Company Quality Service and Cleanliness standards.
- Managed employee relations and productivity including recruitment, scheduling, training & development, coaching, and recognition
- Fostered a positive work environment that supported and promoted exceptional Guest-focused service

2008 – 07.2016
Macau, China

TEAM LEADER, *Wynn Resorts*

5-star and 8-diamond Hotel and Restaurant

- Assigned in the Casino Service Bars Department (F&B)
- Maintained customer care and service standards possessing an awareness of product knowledge and merchandising.
- Trained and empowered staff in the team to resolve customer concerns
- To be accountable for cash handling and to investigate and report on financial variances through the effective use of EPOS

2004 – 2006
Baguio City, Philippines

CATERING COORDINATOR, *Aresi's Bar and Restaurant*

Casual Fine Dining

- Work with the event manager and staff to book events
- Outline all event needs, such as event setup, necessary transportation accommodations, venue location, lodging for guests, vendors, food and drink menus, and audio-visual needs
- Create a budget and keep track of invoices and receipts for each hotel event

2000 – 2004
Baguio City, Philippines

WAITER

Gerry's Grill | 2003 – 2004
Baguio Country Club | 2000 – 2002

- Greeting guests, taking orders, and serving food and beverages to guests
- Care about customer satisfaction and deliver the optimal client service experience
- Serving guests in a friendly, welcoming, and efficient manner while maintaining a clean and safe work environment
- Help answer questions and make suggestions regarding food and beverage choices and related items
- Always report on time and in a proper and impeccably clean uniform

1997 – 1999
Baguio City, Philippines

HEAD WAITER

City Lights Hotel & Restaurant | 1998 – 1999
Station – 120 | 1997 – 1998

- Work in close cooperation with the Kitchen and dining crew to ensure a smooth-running operation
- Conduct regular training sessions with the assigned team in line with the departmental SOPs
- Monitor duty schedules for the respective team
- Ensure the proper appearance and grooming of assigned employees

SKILLS

- Knowledgeable in cashiering
- Food and Beverage Service
- Sales inventory using Micros POS
- Basic knowledge about mixing cocktails and wines.
- Capable to work under pressure and in a fast-paced environment with minimum supervision.
- Navigation Apps

EDUCATION

Electronics Communication Engineering (3rd Year College) | University of Baguio | Philippines
High School Diploma | Baguio City National High School | Philippines | 1997

TRAINING

Wynn Resorts Macau | Service Enrichment Program | October 7, 2010

RECOGNITIONS AND AWARDS

- Best Attendance | 2008 – 2011
- Perfect Attendance | 2008-October-29
- Awarded multiple times for "HONESTY" from 2008 to 2016
- Outstanding Performance | 2011-April-30