

Mark Andrew Banot Santiago

Block 1 Lot 44 Saturn St. Victoria homes Gen. T. Deleon Valenzuela City

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Objective:

To be part of an institution wherein I can develop my abilities and personality to contribute in realization of its goals.

Skill:

Ability to keep a clean, neat and professional appearance all the time.

Good ability to give attention to details.

Outstanding capacity to maintain proper mental attitude and physical stamina to deal effectively with guest, owners, employees, management and outside contact while meeting deadlines and work under pressure.

WORK EXPERIENCE

- **Operations Supervisor**
Cinema / Snack Bar
SM Lifestyle Entertainment Inc. (SM Cinema Marilao)
Brgy. Ibayo McArthur Highway Marilao, Bulacan
December 14, 2021 – March 20, 2023

Duties and Responsibilities:

- *Monitor Personnel work assignment, attendance and appearance.*
 - *Provides reports required by management, including monitoring of hourly sales.*
 - *Monitor Snack Time counter/s.*
 - *Review screening time schedule on L.E.D. Monitors and white board for ratings and admission prices.*
 - *Monitor snack bar housekeeping, check facilities, including proper installation of standees, advertisements and posters.*
 - *Conduct roving inspection to ensure cleanliness of snack bars.*
 - *Handle customer complaints on refund, transfer procedure, cinema rules and regulations.*
- **Bellman / Guest Service Agent**
Brentwood Suites
#6 Dr. G. Garcia St. Brgy. Paligsahan Quezon City

June 13 2017 – December 10, 2021

Duties and Responsibilities:

- *Greet guests in a friendly manner and help with luggage.*
- *Coordinate housekeeping, porters, transport providers and kitchen staff to meet guest requirements.*
- *Be aware of local attractions and restaurants and make recommendations to guests.*
- *Greet all customers on phone pleasantly and transfer call to appropriate department as required according to company standards.*
- *Perform all check in procedures for guests on an everyday basis with help of both computerized and manual methods and ensure guest satisfaction.*

● **Bar Attendant**

The Cove Rotana Resort and Hotels

Ras Al Khaimah, UAE

September 5, 2016 - January 9, 2017

Duties and Responsibilities:

- *A set up bars and lounges yours prior to service.*
- *Maintains bar and lounge in a neat and orderly fashion*
- *Serves as Bar/Wine Waiter/waitress in the dining room as requested*
- *Provides snack service of the day as directed by the Bar Manager.*
- *Presents order to Bartender for drink preparations.*

● **Restaurant Utility**

Seabourn Quest Cruise Line.

Singa Ship Management Inc.

December 22, 2015 – february 12, 2016

Duties and Responsibilities:

- *Responsible for assisting and cleaning of all food areas and any other related areas.*
- *Table Set-up and Preparing Cutleries, Food Runner*
- *Responsible for cleaning and maintaining the assigned area in the dining room on a daily basis as directed by the Restaurant Manager and according to the cruise line standards, USPH and/or UKPH regulations.*

● **Store Supervisor**

Al-Khafeef Pastries Restaurant

Kudu Company Riyadh, Kingdom of Saudi Arabia

August 2, 2012 – July 31, 2014

Duties and Responsibilities:

- *Train workers in food preparation, and in service, sanitation, and safety procedures.*
- *Assign duties, responsibilities, and work stations to employees in accordance with work requirements.*
- *Supervise and participate in kitchen and dining area cleaning activities.*
- *Control inventories of food, equipment, small ware, and liquor, and report shortages to designated personnel.*
- *Compile and balance cash receipts at the end of the day or shift.*

- **Service Crew**

Jollibee Foods Corporation

Brgy. Bago Bantay Muñoz Market Quezon City

January 19, 2009 – July 15, 2009

- *Assembling and packing food orders in carry-out containers and bags.*
- *Assisting cooks with food preparation.*
- *Taking payments for food orders and providing correct change.*
- *Cleaning tables in dining areas*

EDUCATIONAL BACKGROUND

	<u>YEAR GRADUATE</u>	
Tertiary Level	Bachelor of Science in Customs Administration PMI College, Quezon City	2005 - 2009
Secondary Level	Caybiga High School	2001 - 2005
Primary Level	Bagbaguin Elementary School	1995 - 2001

TRAININGS

- **Cruise Utility Course/Ship's Catering Services NC1**

Ship Hotel Cruise Institute of the Philippines

22nd Floor BDO Plaza 8737 Paseo de Roxas, Makati City

March 23, 2015 – April 8, 2015

Housekeeping Attendant, Guest Room, Restaurant Utility and Galley Utility.

On The Job Training

- **Galley, Restaurant and Housekeeping Utility**

Ship Hotel Cruise Institute of the Philippines

22nd Floor BDO Plaza 8737 Paseo de Roxas, Makati City

July 9, 2015 – September 15, 2015

PROFILE

Birth date: July 11, 1989

Birth place: Caloocan City

Height: 5'9 ft

Weight: 85Kgs

Age: 33 years old

Civil Status: Married

Religion: Iglesia Ni Cristo

Spouse: Kathlyn Joy C. Santiago

CHARACTER REFERENCES

- Shirley P. Davis
Branch Manager
SM Lifestyle Inc.
09281938438
- Natasia Liisa S. Deaño
Duty Manager
Brentwood Suites
09176208502
- Gwen Navarro
Front Office Associate
Okada Manila
09268202579

I hereby profess that the above information written above are true and correct to the best of my knowledge.

Mark Andrew B. Santiago