

# RONALD DALMACEDA ALEJO

## CONTACT

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## SKILLS

- Multi-Management Skills
- Communication and Interpersonal Skills
- Organization and project management
- Team Orientation
- Specialty Coffee Latte Art
- Kitchen Management
- Food Preparation, Food Safety Table setting, cooking
- Excellent customer Service
- Food Management,
- Business Skills Strategic Planning
- Problem-Solving, Critical Thinking, Leadership, Creativity
- Coffee Manual brewing, Coffee machine calibration
- Multitasking proficiency
- Hiring and training
- Staff management Scheduling, cost control
- Marketing Public relations
- Cash Handling

## ADDITIONAL INFORMATION

### AWARDS AND ACHIEVEMENT

- **STORE MANAGER OF THE MONTH**

November 2013

August 2015

October 2015

July 2016

April 2017

June 2017

## PROFESSIONAL SUMMARY

**Passionate and effective Manager with more than 13 years experienced in food and beverages industry. Work in multiple roles and developed the business and the team. Knowledge and skills in Operations Management Planning Training Marketing Skills in Coffee Brewing method, Basic Latte Art Espresso beverages Coffee machine. Cafe industry**

## WORK HISTORY

### **MULTI UNIT MANAGER, 02/2020 to Current**

**Dr Cafe Coffee** - Riyadh, Saudi Arabia

- Responsible for total operations of 10 stores in Eastern and south-west Region. Conduct daily store visits to evaluate operations, cleanliness and efficiency of the store.
- Recruited, interviewed and hired employees and implemented mentoring program to promote positive feedback and engagement.
- Set aggressive targets for employees to drive company success and strengthen motivation.

### **STORE MANAGER, 06/2017 to 02/2020**

**Dr Cafe Coffee** - Dammam, Saudi Arabia

- Manage Store operations, staff and assigned duties. Plan budgets, Control food wastages P&L stocks availability.
- Provide a unique coffee experience to all customers by providing them quality products, unbelievable service and ultimate place experience.
- Support staff Training, monitor staffing levels. Exercised leadership capabilities by successfully motivating and inspiring others.

### **ASSISTANT STORE MANAGER, 06/2016 to 06/2017**

**Dr Cafe Coffee** - Al Khobar, Saudi Arabia

- Assisting store manager in leading a radical customer and employee experience that drive key performance indicators.
- Manage Staff and assigned duties
- Evaluate and improve customer service and respond to customer request and issues.

### **STORE SUPERVISOR, 06/2013 to 06/2015**

**Dr Cafe Coffee** - Dammam, Saudi Arabia

- Supervise, coordinate and schedule the activities of the staff Maintain records of stock, repairs, sales and wastage
- . Train staff in job duties, and sanitation and safety procedures
- Ensuring maximum guest satisfaction and profit contribution

August 2018

August 2019

- **MANAGER OF THE YEAR**
- **Nominee Year 2018**
- **Best Seller in Coffee bean of the year**
- **Year 2018**
- **PIN AWARDS**

**Productive Manager Pin**

**Unbelievable Service Ambassador Pin**

**First Place Expert Professional Coach**

**Pin Loyalty Pin**

**Lead BARISTA**, 06/2012 to 06/2013

**Dr Cafe Coffee** - Al Khobar, Saudi Arabia

- Created wide variety of hot and cold drinks in average shifts with consistently positive customer satisfaction scores.
- Operated espresso machines and commercial coffee brewers to create beverages Knowledge in Latte art.
- Trained new employees, sharing knowledge and expertise of coffees, teas, and merchandise. Follow cash handling policy.

**Food and Beverage Attendant**, 01/2009 to 12/2011

**MAX'S RESTAURANT** - Laoag City, Phillipines

- Greeted and seated guests to provide friendly and welcoming
- experience Present menu and take orders. Serve order. Ask for A Sale.
- Opened, poured and served hot and cold beverages to customers to complement food and dining experience.
- Engaged in suggestive selling and other sales techniques.
- Answered customer questions about food and beverage items and assisted with menu selections.

**ROOM ATTENDANT**, 04/2008 to 09/2008

**LAOAG RENZO HOTEL**

- Assisted customers with design choices and room lay out ideas
- Dispatched calls,submitted room service requests,wake up calls and acted as main point of contact for all guests needs
- Clean guest rooms,Replace dirty bed linen and make up bed

**WAITER**, 09/2007 to 04/2008

**CINDYS BAKERY AND RESTAURANT**, Laoag City Phillipines - Laoag City, Phillipines

- Welcoming the guest with smile and assist them to their table
- Take orders,serve food and beverage, Present bill, ask for sale
- Replenish supply of Linen and other operating equipment Set up tables in accordance with restaurant policy

**SERVICE CREW/CREW TRAINER**, 03/2007 to 08/2007

**JOLLIBEE FOODS CORPORATION**, Laoag City Phillipines - Laoag City, Phillipines

- Responsible for providing courteous and efficient food and beverages to the customers
- Conduct Training to all Teams
- Ensure smooth kitchen operation
- Check product quality before serving
- Assigned Crew members with tasks appropriately

#### **EDUCATION**

**Associate:** Hotel and Restaurant Management, 05/2006

**Northwestern University** - Don Mariano Marcos Avenue,Laoag City Phillipines