

JESSELYN L. VILLAALBA

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SUMMARY

Service oriented, productive, target focused and dedicated restaurant manager with over 15 years of proven managerial experience and strong leadership abilities. Able to train Assistant Managers, Shift Leaders and team members to the highest food safety standards and customer service.

WORK EXPERIENCE

KFC Philippines

January 2006 - Present

Restaurant General Manager

January 2013 - Present

Supports profit making opportunities and decisions through Profit and Loss Statement Analysis on a monthly basis. Ensures all assistant managers are aligned with the sales targets to have a better sales results. Ensures Food safety audits are passed with minimal points off as possible.

Selected Key Accomplishments

- Had 2 consecutive ROCC audit passed for KFC Buendia year 2022
- Improved Food Cost by 2% for KFC SM Manila 2 year 2021
- Increased Gross Profit of KFC SM Manila by 3% year 2021
- Achieved Breakthrough results in Guest Experience Survey from 92% to 98% for KFC SM Manila 2 year 2021
- Top 2 performance as RGM for North Central with BSC score of 4.61 points for the year 2020
- Achieved 3 consecutive At Standard NSF Audit for KFC Lasalle year 2018
- Top in Upsizing for KFC Metro Point in 2015

Area Training Manager

January 2010 – January 2013

Accountable for the hiring, training and development of all team members across our Area. Responsible for the implementation of all training plans and programs that will support the company's

goals. Teach managers ways and strategies to resolve performance issues during Food safety audits. Administer Area recognition programs. Undertake exit interviews and provide feedback to the management if necessary.

Selected Key Accomplishments

- Successful Store Opening of KFC Harbour Square in 2010
- Developed a number of All Star and Team Leaders during my term
- Developed customer oriented team members and managers for stores in our area for the year 2010 to 2012 which resulted to lower number of customer complaints

Junior Assistant Restaurant Manager

2008 – 2010

Counseled and disciplined team members when necessary. Scheduled and assigned team members in their daily work assignments to maximize productivity. Continually monitor shift and took action to ensure food safety, quality and service standards were consistently met. Consistently maintained high levels of cleanliness, organization, storage and sanitation of raw mats including beverages to ensure quality and safety. Minimize loss and misuse of equipment thru proper team member supervision and training.

Selected Key Accomplishments

- Successfully met requirements on my KRA which is training of team members, projection control and waste management
- Successfully met Labor targets for KFC Gil Puyat
- Consistent DNI passer for year 2008 to 2010

Management Trainee

January 2007 – 2008

Performed restaurant figure of 8 walk through to gauge that all equipments are clean and in proper working condition. Ensures that facilities are well maintained. Check and monitor all raw materials, ensures FIFO is implemented on all areas. Assists team members in performing general maintenance duties including mopping of floors, washing the dishes and cleaning of guest area and counter tops. Assist RGM in inventory control and ordering of raw mats. Improve food cost through minimizing of waste.

Selected Key Accomplishments

- Successfully met requirements on my KRA like hitting labor targets

- Maximized the cost efficiency of all Cleaning material and small wares in our store
- Trained new team members on proper food handling and safety procedures.
- Consistent DNI passer for year 2007 to 2008

Restaurant Team Member

January 16, 2006 to April 15, 2006 – KFC Quad / Glorietta
 July 31, 2005 to December 30, 2005 – KFC Caltex Buendia
 January 30, 2005 to June 29, 2005 – KFC Caltex Buendia
 July 17, 2004 to December 16, 2004 – KFC Mendiola
 February 2, 2004 to July 1, 2004 – KFC Mendiola

EDUCATION

Bachelor of Science in Office Administration

Polytechnic University of the Philippines, 2000-2003
 Manila, Philippines

High School

The Mabini Academy – 1996 – 2000
 Lipa City

SELECTED TRAININGS

Basic Training for Pollution Control Officers – January 16-20, 2023

Standard First Aid and Basic Life Support – Cardiopulmonary

Resuscitation/ AED Training – December 7-9, 2022

Managing Conflict and Enhancing Emotional Intelligence – September 17-18, 2022

RGM #1 Academy – September 30, 2020

Leading a Restaurant – September 2020

Basic Occupational Safety and Health Training - August 21-25, 2017

Junior Assistant Development Program - February 2009

Management Trainee Development Program - January 14-18, 2008

Basic Operations Training – Leading a Shift - May 12, 2007

CHARACTER REFERENCES

Name: Edgardo Bautista

Company: Grantline Inc.

Position: Area Coach / Area Manager

Contact Number: 0917-889-9272

Name: Alexis Z. Garcia

Company: Bartle Bayle Inc.

Position: Senior Assistant Manager - OIC

Contact Number: 0966-762-1028

Name: Mayo Ceazar Mendoza

Company: Alfa Food Asia – Alfa Chef's Corner OPC

Position: Retail Operations Manager

Contact Number: 0917- 137-6872