

# Rosanna Alcala

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Philippines

## PROFESSIONAL SUMMARY

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Experienced in managing and developing efficient people to deliver excellent service to customers. Well knowledgeable in conducting trainings on how to create high quality products and excellent service to ensure customer satisfaction. Efficient in monitoring labor forces to ensure smooth flow of operations. Very dedicated in creating high quality and safe food to eat. Knowledgeable in financial status conducts review and address concerns. Highly commendable trustworthy and self-motivated.

## WORK EXPERIENCE

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### Manager / Business Owner

July 2019 - Present

Milk Tea Shop / Café Restaurant

- Manage the whole operation
- Create and develop my own product
- Think and develop marketing strategies
- Review financial status (PNL)
- Conduct SWOT analysis to find each area for improvement
- Creates my own design for marketing collaterals such as Menu, handout, poster and banners
- Conduct digital marketing for social media platform
- Taking orders of customers
- Make and assembles orders
- Serving orders to customers

### Area Manager

Sep 1999 - Sep 2019

PIZZA HUT - Philippine Pizza Inc • Quezon City, Philippines

#### Area Manager

- Manage at least 5-7 Restaurants depending on area / location
- Hands On in conducting trainings to managers to ensure that they are giving 100% customer service satisfaction resulted to High Guest satisfaction Survey score.
- Supervise 5 -7 Restaurant General Managers and 10 -20 Assistant and Shift Managers
- Conducts financial training (PNL) to each manager ensuring they are knowledgeable in analytical aspect of the business
- Conducts weekly and monthly Spot Inventory and Audit to ensure compliance and no discrepancies
- Set up store KPI, assist and monitor them to ensure each target
- Identify store bottleneck and guide them to improve results
- Motivate employees and assist them to achieve company goals

### Restaurant General Manager

- Manage Shift operations.
- Supervise 2-4 Restaurant managers
- Supervise 10 up to 50 Team Members.

- Conducts In Store trainings
- Develop managers and team members to be qualified for promotions
- Supervise the team if following the standard in all aspects such as service and food preparation and portioning
- Prepare daily schedule of the whole team from supervisors to team members
- Supervise store operations to ensure high score in GES (Guest Experience Survey)
- Assist and help HR to recruit new employees
- Maintain level of stocks ensuring all products are available
- Conducts daily, weekly, monthly and yearly inventory
- Conducts Audits to ensure no discrepancies on inventory versus product Sold.
- Monitor the whole restaurants, expenses, wastage and repairs
- Prepare and submit reports on a daily, weekly, monthly and year end reports
- Train and teach each manager and team members on safety standards to achieve AT STANDARD score in NSF and Training Compliance
- Ensuring that daily sales target achieved and end of month and year profit.

#### **Team Member / Service Crew / Front liner Front of the House**

- Greet and Seat Customers all customers coming in
- Taking orders of customers and do upselling
- Preparing and Serving drinks and foods to customers
- Inquire to satisfaction of service and food and give their needs
- Presenting Bill to customers, accepts payments and do cashier function
- Bids farewell and lead customers to exit door and ask them to come back
- Clearing Cleaning and Sanitize the table for next customer use
- Ensure clean and safe facilities by doing proper cleaning and sanitizing

#### **Back of the House / production Team Members**

- Expert in making Pizza
- Expert in making Pasta
- Expert in making Dough
- Expert in making appetizers
- Expert in making Beverages
- Ensuring clean and safe facilities
- Conducts daily cleaning
- Clean and Sanitize work station
- Assist managers in inventory

## **EDUCATION**

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### **Bachelor of science in Hotel and Restaurants Management**

Jun 1995 - Apr 1999

LYCEUM of the Philippines • Manila, Philippines

Participated in University academic competition such as Table setting arrangements and Bar Tending

## **SKILLS**

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- Milk Tea shops / Restaurant Owner

- Excellent in making my own sauces for food. Product development such Coffee, Milk Tea and other beverages
- Professional Driver 4-wheel Vehicle ( Driver's License – N25-16-006559 )
- Excellent in Computer Word, Excel Power Point, Canva
- Certified and expert in making / Mixing Perfumes
- Organized and Expert in Filing documents
- Well versed in oral and written English