

# Mary Jane Molina

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Sangandaan, Caloocan City Philippines

## PROFESSIONAL SUMMARY

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**Assistant Restaurant Manager** with 6+ years of experience. My management style focuses on positive staff experiences and retention, loyal customer and exacting efficiency in a team environment. Enthusiastic and hardworking assistant restaurant manager with a winning attitude and desire to deliver exceptional dining experiences. Focus on setting high expectations and raising service standards.

## SUMMARY OF QUALIFICATIONS

- Strong organizational skills, ability to work with flexible work schedule: a team player and dynamic leader.
- Passionate about delivering exceptional customer experiences.
- Can act in the absence of the restaurant manager, as needed

## SKILLS

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- Leadership
- Customer Focus
- Time management
- Communication skills
- Multi-tasking
- Excellent oral communication
- Efficient interpersonal skill
- Organized

## WORK EXPERIENCE

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### Assistant Restaurant Manager

Jun 2022 - Present

JMU Food Corporation • Caloocan City, Philippines

- Service Quality Manager
- Supervise and coordinate activities of staff
- Making staff schedules and determine restaurant labor
- Delegating and directing tasks, monitoring the progress and managing service team to ensure the team's objective and sales goal are met.
- Assists members the restaurant manager in achieving sales target by recommending promotional activities to support the sales strategy.
- Business channel in charge like food panda, grab and delivery.
- Handle customer complaint and concern
- Responsible in executing, monitoring, implementation and evaluation on standard operating Procedure in all station depends on schedule either production or service
- Responsible in implementation, evaluation and monitoring cost management program per shift
- Responsible in monitoring daily utilities consumption

### Supervisor

Oct 2020 - Jun 2022

Manila Klean Fuel Corporation • Caloocan City, Philippines

- Plan schedule, supervise and ensure that all Gas attendants and cashiers adhere to store policies and procedures
- Supervise and coordinate activities of staff
- Control inventory and order
- Prepare sales report, shift end reports, reconcile accounts daily/weekly and other reports as per requirement of management
- Train new staff

### Assistant Restaurant Manager

Jan 2015 - Dec 2019

Jollie M. Foods Corporation • Caloocan City, Philippines

- Jollibee Express Delivery In-charge
- Ensure that food safety is in place at all times
- Checking of product shelf life to minimized product wastages
- Conduct daily clearing, Cashiers cut – off and sales audit

- Consolidated Company Importance Documents
- Develop and motivate staff thru trainings
- Operational management, organizing stocks and equipment, overseeing store maintenance, cleanliness and security
- Handling customer complaints and queries

### Service Crew

Jun 2010 - Sep 2014

Jollie M. Foods Center • Caloocan City, Philippines

- Greet customer, record orders and served food and beverages with a consistently positive and helpful attitude, including answering question about menu.
- Input orders into a point of sales and accept payment using a credit card or cash register, calculating change accurately and quickly as required.
- Ensure restaurant cleanliness daily by clearing tables, returning trays to the kitchen. Sweeping and mopping floors. Washing and Sanitizing kitchen utensils.
- Soda in-charge in charge making all variant of dessert, making juices and soft drinks
- Helping to train new employees in company procedures
- Do booking in Jollibee party package
- Attend customer needs.

### EDUCATION

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#### Bachelor of Science in Hotel and Restaurant Management

Jun 2010 - Mar 2014

Divine Mercy College • Caloocan City

### PROFESSIONAL CREDENTIALS

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| • National Certificate II in Food and Beverage | 2013 |
| • National Certificate II in Housekeeping      | 2013 |

### AWARDS AND HONOURS

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- |                             |      |
|-----------------------------|------|
| Most Dependable Team Leader | 2012 |
| Outstanding Team Leader     | 2013 |

### SEMINARS & TRAINING ATTENDED

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- |   |      |
|---|------|
| <b>Basic Operation Training Program</b>   | 2015 |
| <b>Basic Operation in Housekeeping</b>  | 2011 |
| Hotel H2O Metro Manila Philippines  |      |
| <b>Hotel Familiarization Tour</b>   | 2012 |
| Century Park Hotel Metro Manila Philippines   |      |
| • Front Office Seminar  |      |
| • Banquet Service Seminar   |      |
| <b>Hotel Familiarization and Ocular Visit</b>                                       | 2013 |
| Traders Hotel Manila  |      |
| • Actual Guest Room Registration Check in/Check out                                 |      |
| <b>Hotel Familiarization Tour</b>   | 2013 |
| Sofitel Philippines Plaza Manila  |      |
| • Housekeeping Seminar  |      |
| • Banquet Seminar   |      |
| • Front Office System Seminar   |      |
| <b>Front Office Procedure &amp; Opera System Training Demonstration and Seminar</b> | 2013 |
| Pan Pacific Hotel Manila  |      |
| <b>Personality Development Briefing</b>   | 2013 |
| Philippine Airline of the Philippines   |      |
| <b>On Job Training</b>  | 2014 |
| Oceana Beach Resort Puerto Galera Philippines                                       |      |