

Erwin M. Magtibay

Professional Summary

To obtain a position within a company where I can contribute my experience, positive attitude, and job readiness skills to meet company objectives. Can work with customers to ensure satisfaction in such areas as quality service, cleanliness, and problem solving.

Work Experience

Assistant Store Manager

Jasmis Corporation, Kingdom of Bahrain , 11/2019- – Present

- Maintained high standards of food quality by reviewing shipments, overseeing preparation and monitoring food safety.
- Spending reasonable amount of time every shift on the floor supporting and working employees.
- Set and enforced performance and service standards to keep consistent, high quality environment devoted to customer satisfaction.
- Managing the staff to help maintain and achieve restaurant targets and standards.
- Maintained compliance with company policies and procedures for food safety, sanitation and quality.
- Monitoring and controlling labor costs and food and wastes cost.
- Assisting with inventory management.
- Initiative, good judgment, ability to make quick decisions under stressful conditions.
- Ability to manage multiple task.
- Ability to deal well with variety of people: customers, fellow employees and management.

Supervisor

Jasmis Corporation , Kingdom of Bahrain , 08/2013-11/2019

- Supervises work area, equipment cleaning and maintenance and ensures adherence to all safety procedures pertaining to work methods, equipment operations and fire safety.
- Orders food and non food supplies, checks deliveries and maintains delivery record.
- Prepares timetables, work schedules, cleaning schedules, or coordinate their preparation.
- Respond and correct customer complaints.
- Supervise, coordinate and schedule activities of staff that prepare, portion and serve food.
- Ensure that food and service meet quality control standards.
- Maintains courteous interaction with customers at all times.
- Maintain records of stock, repairs, sales and wastage.
- Train staff in job duties and sanitation and safety procedures.

Service Crew

Jasmis Corporation , Kingdom of Bahrain , 01/2012-08/2013

- Cash handling experience with computerized systems including credit card and debit card payments.
- Cleans and maintains food service equipment.
- Handles approximately 50 incoming customer calls a day.

Contact



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Skills

Professional

Customer service
Interpersonal communication skills
Time Management
Problem solving
Leadership

Technical

Education

Bachelor of Science in Commerce in Business Management

University of Batangas , Batangas
City , Philippines , 07/1997 –
03/1999

High School in Secondary level

Governor Feliciano Leviste
Memorial National High School ,
Batangas City, Philippines ,
07/1993 – 04/1997

Elementary in Primary

Lemery Pilot Elementary School ,
Batangas city , Philippines ,
07/1987 – 03/1993

- Took initiative to find extra tasks when scheduled duties are completed.
- Assembling and packing food orders dine in or take out.
- Assisting cooks with food preparation.
- Taking payments for food orders and providing correct change.

Languages & Other Interests

English Filipino

