

MARK G. BALLESTEROS

@ mriceman080410@gmail.com

+639472705962

B4 L34 Silver Street Celina Homes 3

Bagumbong Caloocan City, Philippines



CAREER OBJECTIVE

Motivated Service Worker with exceptional social skills, communication abilities and customer service background. Dedicated to following health and safety guidelines and handling food items property. Pursues every opportunity to support team members and proactively address issues. Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy.

WORK EXPERIENCE

Mar 2022 -

Present

DINING SUPERVISOR | Two Three Coffee House, Quezon City

- Operated espresso machines and commercial coffee brewers to create beverages.
- Controlled line and crowd with quick, efficient service.
- Memorized recipes for specialty coffee beverages and seasonal offerings.
- Pleasantly interacted with customers during hectic periods to promote fun, positive environment.

Jun 2010 -

May 2020

ADMINISTRATIVE STAFF | Sacred Heart Academy of Novaliches, Quezon City

- Coached employees through day-to-day work and complex problems.
- Gathered and organized materials to support operations.
- Entered data, generated reports, and produced tracking documents.
- Used job-related software to draft and finalize written correspondence and documentation.

Jun 2007 -

Aug 2010

BAR WAITER | Princess Cruises, Sta Clarita California USA

- Explained daily specials and beverage promotions to exceed daily sales goals.
- Kept detailed inventories and notified management of ordering needs for liquor, beer, wine, and bar supplies.
- Poured and prepared mixed drinks for over Number customers daily.
- Implemented drink prep procedures, significant reducing wasted stock.

Feb 2004 -

Jan 2007

BANQUET WAITER | Makati Shangrila Hotel, Makati City

- Arranged linens and table settings according to seating plan and event theme.
- Supervised set up of banquet food stations and coordinated service to multiple dining areas.
- Stored food in designated containers and storage areas to increase shelf life, improve kitchen organization, and provide easy access during busy peak service times.
- Supervised dining table set-up to prepare for diversity of event types, following strict service standards.

Jun 2003 -

Dec 2003

KITCHEN STAFF MEMBER | Sbarro Italian Restaurant, Quezon City

- Learned other teammates' work tasks to train as backup.
- Prevented food spoilage by monitoring dates, rotating stocks, and following proper storage procedures.
- Cleaned and sanitized dishes and utensils, consistently keeping adequate supplies on hand for expected customer loads.
- Made food according to standard recipes with requested changes for customer satisfaction.

SKILLS

- Exceptional customer service
- Menu memorization
- Ordering procedures
- Table setting knowledge
- Hospitality service expertise
- Excellent memory

EDUCATION

Jun 1999 -

Apr 2003

Bachelor of Computer Science in Information Technology

St. John Tech College of the Philippines, Quezon City

ACHIEVEMENTS

- Voted as Employee of the Month on Board the Crown Princess 2010

ACCOMPLISHMENTS

- Promoted to Bar Waiter after 5 months as Bar Utility

LANGUAGES

- English
- Spanish