

Rafael Rigdao

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PROFESSIONAL SUMMARY

A seasoned Food Service Supervisor with an impressive fourteen-year track record in the industry. Dedicated to building a strong rapport with guests and equipped with a deep comprehension of financial margins and controls. I take a hands-on approach to supervision, actively engaging in staff motivation, customer service, and overall operational efficiency to ensure seamless operations.

EXPERIENCE

Restaurant General Manager Jun 2009 - Current
KFC Philippines - Bartle Beryl Inc. | Quezon City, Manila Philippines 1101

- Oversee all aspects of restaurant operations, including staff management, customer service, and financial performance, to ensure the attainment of sales targets, cost controls, and exceptional guest experiences.
- Lead and mentor a diverse team of employees, including hiring, training, scheduling, and performance management, while fostering a positive work environment that promotes teamwork and personal growth.
- Develop and execute strategic plans for business growth, menu innovation, and marketing initiatives, while ensuring adherence to KFC's brand standards and company policies.
- Monitor inventory levels, food safety standards, and quality assurance to maintain compliance with local regulations and KFC's quality guidelines.
- Collaborate with suppliers, vendors, and cross-functional teams to optimize supply chain operations, minimize costs, and enhance product quality.
- Implement effective cost management strategies, analyze financial reports, and make data-driven decisions to maximize profitability and operational efficiency.
- Act as the primary point of contact for customer feedback and concerns, addressing issues promptly, and maintaining a strong commitment to delivering outstanding guest satisfaction.

EDUCATION

Bachelor of Science in Nutrition and Dietetics
Polytechnic University of the Philippines PUP | Sta.Mesa, Manila Philippines 1008 | S.Y 2008

SKILLS

- Proficient in devising and executing strategic plans to drive restaurant growth and profitability, overseeing operations, optimizing resources, and adapting to market trends while maintaining KFC's brand identity.

- Skilled in fostering a positive work culture by empowering and motivating diverse teams, setting performance standards, providing coaching and mentorship, and ensuring exceptional customer service delivery across all levels of the restaurant.
- Adept at managing budgets, controlling costs, and maximizing revenue streams through effective resource allocation, inventory management, and sales strategies while adhering to KFC's financial guidelines.
- Demonstrated ability to ensure smooth daily operations by implementing and enforcing KFC's operational standards, health and safety regulations, and quality control measures, guaranteeing a consistent and satisfying customer experience.
- Proficient in cultivating strong guest relationships through personalized interactions, addressing feedback, resolving concerns, and implementing improvements that enhance overall satisfaction and brand loyalty.
- Skilled in swiftly identifying challenges, analyzing complex situations, and making informed decisions to resolve issues, adapt to unforeseen circumstances, and ensure uninterrupted restaurant functionality.
- Exceptional communication skills in collaborating with cross-functional teams, liaising with suppliers, and effectively relaying KFC's corporate directives to the restaurant staff, fostering a cohesive and aligned operational environment.

SEMINARS AND WORKSHOP

- Senior Assistant Restaurant Manager Developing Champion
KFC Head Office, Roces Avenue Quezon City | Oct 2011
- Junior Assistant Restaurant Manager Developing Champion
KFC Head Office, Roces Avenue Quezon City | Sep 2010
- Management Trainee Development Program
KFC Head Office, Roces Avenue Quezon City | Nov 2009
- Prospects for an Auspicious Career in Nutrition and Dietetics
Educational Recreation Center, Ninoy Aquino Learning Resource Center
Mabini Campus, PUP Sta. Mesa, Manila | Feb 27- 2007
- SBC Product Presentation and Café Operational Tour
Seattle's Best Coffee HP Village Square | A. Mabini St., Corner Vito Cruz St. Manila | May 27- 2006
- Perspective in Health and Nutrition
Manila Room, M. H. Del Pilar Campus PUP Sta. Mesa, Manila | Feb 28- 2005
- Psychosocial Wellness and Nutrition in Early Childhood
Basilio Valdes Hall | Veterans Medical Center | Jul 22- 2004