



Madellaine Abendan

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United Arab Emirates Abu Dhabi

PROFESSIONAL SUMMARY

Strong experience individual with a positive attitude. Offering strong leadership and have a good understanding of what makes a great customer service.

WORK EXPERIENCE

Assistant Restaurant Manager

Dec 2020 - Oct 2022

Al Habl Al Thahabi Restaurant LLC / Larope • Sharjah, United Arab Emirates

- Plan, organize, direct, control and evaluate the operations of a restaurant, bar, cafeteria or other food or beverage service
- Determine type of services to be offered and implement operational procedures
- Recruit staff and oversee staff training
- Set staff work schedules and monitor staff performance
- Control inventory, monitor revenues and modify procedures and prices
- Resolve customer complaints and ensure health and safety regulations are followed
- Negotiate arrangements with suppliers for food and other supplies
- Negotiate arrangements with clients for catering or use of facilities for banquets or receptions.

Store in Charge

Oct 2019 - Dec 2020

iBakery Coffee Shop • Sharjah, United Arab Emirates

- Plan, direct and evaluate the operations of establishments engaged in wholesale and retail sales or of departments in such establishments
- Manage staff and assign duties
- Study market research and trends to determine consumer demand, potential sales volumes and effect of competitors' operations on sales
- Determine merchandise and services to be sold, and implement price and credit policies
- Source and negotiate with vendors when necessary to procure merchandise for resale
- Develop and implement marketing strategies
- Plan budgets, authorize expenditures, and monitor revenues

- Evaluate and improve customer service and respond to customer requests and issues
- Address staffing requirements, including the hiring, development and retention of staff

Food & Beverage Supervisor

Aug 2014 - Dec 2018

Meraas • Dubai, United Arab Emirates

- Supervise, co-ordinate and schedule the activities of workers who process, package, test and grade food and beverage products
- Establish methods to meet work schedules and co-ordinate work activities with other departments
- Resolve work problems and recommend measures to improve productivity and product quality
- Requisition materials and supplies
- Train staff in job duties, safety procedures and company policy
- Recommend personnel actions such as hirings and promotions
- Prepare production and other reports.

Guest Relation Executive

Oct 2011 - Feb 2014

Jumierah Group • Dubai, United Arab Emirates

- Receive and record patrons' reservations and assign tables
- Greet patrons and escort them to tables or other seating areas
- Speak with patrons to ensure satisfaction with food and service, and attend to complaints
- Order dining room supplies and equipment
- Inspect dining and serving areas and equipment
- Supervise and co-ordinate activities of food and beverage servers and other serving staff
- Accept payment from patrons for food and beverages
- May be responsible for marketing and advertising the dining establishment.

Guest Service Attendant

Jun 2010 - Jan 2011

Marriot • Dead Sea, Jordan

- Take customers' orders
- Clean, peel, slice and trim foodstuffs using manual and electric appliances
- Portion, assemble, and wrap food or place it directly on plates for service to patrons, and package take-out food
- Use equipment to prepare hot beverages such as coffee and tea specialties
- Serve customers at counters or buffet tables
- Stock refrigerators and salad bars and keep records of the quantities of food used
- May receive payment for food items purchased.
- Sweep and mop floors, and perform other duties to assist cook and kitchen staff.
- Clear and clean tables and trays in eating establishments
- Bring clean dishes, flatware and other items to serving areas and set tables
- Replenish condiments and other supplies at tables and in serving areas
- Remove dishes before and after courses
- Perform other duties such as scraping and stacking dishes, carrying linen to and from laundry area and running errands.
- Wash dishes, glassware, flatware, pots and pans using dishwasher or by hand
- Place dishes in storage area
- Scour pots and pans, and may clean and polish silverware.

Jr. Waitress

Nov 2006 - Apr 2009

Norwegian Cruise Lines • United States Minor Outlying Islands

- Greet patrons, present menus, make recommendations and answer questions regarding food and beverages
- Take orders and relay to kitchen and bar staff
- Recommend wines that complement patrons' meals
- Serve food and beverages
- Prepare and serve specialty foods at patrons' tables
- Present bill to patrons and accept payment
- May order and maintain inventory of wines and wine glassware
- May perform sensory evaluation of wines.

Guest Service Attendant

Dec 2004 - Apr 2006

Hilton • Cebu, Philippines

- Take customers' orders
- Portion, assemble, and wrap food or place it directly on plates for service to patrons, and package take-out food
- Use equipment to prepare hot beverages such as coffee and tea specialties
- Serve customers at counters or buffet tables
- May receive payment for food items purchased.
- Remove trash and clean kitchen garbage containers
- Unpack and store supplies in refrigerators, cupboards and other storage areas
- Sweep and mop floors, and perform other duties to assist cook and kitchen staff.
- Bring clean dishes, flatware and other items to serving areas and set tables
- Replenish condiments and other supplies at tables and in serving areas
- Remove dishes before and after courses
- Perform other duties such as scraping and stacking dishes, carrying linen to and from laundry area and running errands.
- Wash dishes, glassware, flatware, pots and pans using dishwasher or by hand
- Place dishes in storage area
- Scour pots and pans, and may clean and polish silverware.

EDUCATION

Associate in Hotel Restaurant & Management

Jun 2002 - Apr 2003

University of San Jose Recoletos • Cebu, Philippines

SKILLS

Strong Leadership
Customer Service
Multi Tasking
Managerial Food & Safety Certified
Problem Solving
Knowledge in F&B Sequence of Service
Attention to detail