

# MELISSA CARLYN MORALES-MARTIN

RESTAURANT MANAGER

## CONTACT

+63915 7516712

melissacarlynmartin@gmail.com

1161 Batangas St. Brgy. Pio del pilar, NCR, Philippines, 1230

www.linkedin.com/in/melissa-carlyn-martin-39aaa769

## SKILLS

* Leadership	████████████████████
* Customer Service	████████████████████
* Flexible	████████████████████
* Adaptability	████████████████████
* Teamwork	████████████████████
* Organization	████████████████████
* Positivity	████████████████████
* Time Management	████████████████████
* Responsibility	████████████████████

## TRAININGS

Dusit Thani Manila  
*On-the-Job Training*  
500 Hours Food Preparation -  
Cold Kitchen, Butchery Kitchen  
and Basix Kitchen  
December 2011-January 2012

Chateau Santa Isabel  
*On-the-Job Training*  
150 Hours Total Quality  
Management with Practicum  
June 2011-November 2011

NN Oceanlink Institute  
*On-the-Job Training*  
5 Days Actual Shipboard Training  
May 12- 16, 2011

## PROFESSIONAL SUMMARY

Food Service Industry with 11 + years of experience focused on setting high expectations and raising service standards. Offering excellent leadership skills and the important ability to function well independently and in a fast-paced team environment. Consistently achieved performance goals with enthusiasm, tenacity, and initiative which complements the knowledge and expertise.

## EDUCATION

March 2012

**Santa Isabel College**

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

Develop the knowledge, skills, and experience to be a leader in hospitality manage world-class hotels, resorts, and restaurants; design and coordinate premier corporate and special events; and market tourist destinations all over the world.

March 2009

**Santa Isabel College**

**Certificate of Science in Hotel and Restaurant Management**

Diploma-level courses teach basic hotel operations, restaurant operations, and kitchen operations. Food safety, Food and Beverage controls, and Food sanitation.

March 2006

**Arellano University**

**High School**

## WORK EXPERIENCE

May 2020 – Current

Food Service Supervisor

SAM JANELLA'S IHAW IHAW

- Plan, organize, direct, control and evaluate daily operation
- Balance cash and complete balance sheets, cash reports and related forms
- Conduct performance review, set staff work schedules and monitor staff performance
- Negotiate arrangements with suppliers for food and supplies.
- Participate in marketing plans and implementation
- Address customers' complaints or concerns and recruit, train and supervise staff

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## RESTAURANT MANAGER

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Dusit Thani Manila  
*On-the-Job Training*  
F&B Reservation  
March 2009-April 2009

Barrio Fiesta Restaurant  
*On-the-Job Training*  
300 Hours Kitchen Department,  
Dining Department  
December 2008-January 2009

Chateau Santa Isabel  
*On-the-Job Training*  
150 Hours in Housekeeping, Kitchen and  
Restaurant Department  
June 2008 - November 2008

May 2013 - September 2015

Restaurant Manager

MEXICALI FOOD CORPORATION

Plan, organize, direct, control and evaluate daily operations

Determine type of services to be offered and implement  
operational procedures

Balance cash and complete balance sheets, cash reports and  
related forms

Conduct performance review, set staff work schedules and  
monitor staff performance

Monitor revenues and modify procedures and prices

Ensure health and safety regulations are followed

Negotiate arrangements with suppliers for food and  
supplies.

Participate in marketing plans and implementation

Address customers' complaints or concerns and recruit,  
train and supervise staff

November 2009 - July 2011

Barista

RUSTAN COFFEE CORPORATION (STARBUCKS)

Handling cash transactions at the POS

Assisting guests and experiencing Starbucks

Making coffee using La Marzocco and Mastrena

November 2007 - March 2009

Service Crew

Golden Archers Corporation (McDonald's)

Plan, organize, direct, control and evaluate daily logs.

Maintain records of stock, repairs, sales and wastage.

Follow operational, quality control, and food procedure

Assist with customer complaints.

Cash Handling POS

July 2006 – December 2006

Service Crew

Jollibee Food Corporation

Plan, organize, direct, control and evaluate daily logs.

Maintain records of stock, repairs, sales and wastage.

Follow operational, quality control, and food procedure

Assist with customer complaints.

Cash Handling POS