

PERSONAL DETAILS

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OBJECTIVE

To secure a challenging role in a Professional environment, utilizing my educational background, strong work ethic, and willingness to take on new responsibilities to contribute to the success of the company.

WORK EXPERIENCE

Date: July 2022 - July 2023
Position: General Supervisor
Company: Season's Kitchen
Address: Doha, Qatar.

Responsible for training staff, ensuring they complete daily activities, and providing excellent customer service. Your duties will include expediting diner's orders, handling complaints, monitoring supplies, liaising with suppliers, and ensuring health and safety.

- Overseeing food preparation, presentation, and storage to ensure compliance with food health and safety regulations.
- Checking in on dining customers to inquire about food quality and service.
- Monitoring inventory and ensuring that all food supplies and other restaurant essentials are adequately stocked.
- responding to customer feedback and resolving conflicts effectively
- Inventory of all bars and stock room
- Play leadership role directing staff members toward implementing daily assignments.

Date: 2019 June - 2022 June
Position: Sales Coordinator
Company: Universal Professional Trading Contracting
Address: Doha, Qatar.

Responsible for setting goals for the sales team and ensuring company quotas and goals are met monthly. They also input data from incoming sales, train new sales representatives, ensure sales orders are delivered in a timely manner to customers, and evaluate the performance of the department.

They act as a liaison by providing valuable feedback from the customers.

- Coordinate sales team by managing schedules, filing important documents, and communicating relevant information.
- Ensure the adequacy of sales-related equipment or material.
- Respond to complaints from customers and give after-sales support when requested.
- Store and sort financial and non-financial data in electronic form and present reports
- Handle the processing of all orders with accuracy and timeliness.
- Collecting and inputting data collection
- Assist in the preparation and organizing of promotional material or events.

Date: 2014 March – 2017 May
Position: Bartender / Waiter
Company: WOK OF FAME Restaurant / Golden Dragon
Address: Doha, Qatar.

Responsible to reporting to the Food Service Supervisors, sets tables, takes orders, and serves meals and drinks (bar) to members and guests according to well established rules of etiquette and performs various incidental duties to provide satisfactory service.

- work directly with customers by mixing and serving drink orders.
- Welcome and acknowledge all guests according to company standards in a timely, friendly, and efficient manner.
- Always respond to guest requests in a timely, friendly and efficient manner.
- Ensuring that the bar and lounge stations are fully stocked, clean and tidy always.
- Clear tables and prepare for service by polishing cutlery, glassware, and crockery etc.
- Always take responsibility for ensuring a positive guest experience.
- Perform any other assigned reasonable duties and responsibilities as assigned or as requested by Supervisors or manager.

SPECIAL SKILLS

- Computer Literate / Computer Technician
- Problem Solving Abilities
- Flexibility
- Communication Skills
- Teamwork and Leadership
- Multitasking
- Good in Customer Service
- Adaptability
- Organizational Skills

EDUCATIONAL BACKGROUND

Elementary:

School: **Dolores Elementary School**
Address: Hacienda Dolores Porac Pampanga
Year: 1993-1999

Secondary:

School: **Pulong Santol Highschool Annex**
Address: Poblacion Porac Pampanga Philippines
Year: 1999-2003

College:

Course: **Associate in Computer Technician**
School: Saint Peter College
Address: Angeles City Philippines
Year: 2009-2011

PERSONAL INFORMATION

Birthdate : September 12, 1986
Birthplace : Philippines
Height : 5'10ft
Weight : 175 lbs.
Sex : Male
Civil Status : Married
Religion : Christian
Nationality : Filipino

I hereby certify that the above information is true and correct to the best of my knowledge and belief.



Rafael C. Baniqued