

## **EDUCATIONAL ATTAINMENT:**

### **TERTIARY:**

Eulogio “Amang” Rodriguez Institute of Science and Technology  
Nagtahan, Sampaloc, Manila

- Business Administration Major in Entrepreneurial Management April 27, 2019
- CBA – Service Awardee
- ALUMNI – Service Awardee
- Athletic Awardee

Asian Institute of Computer Studies  
Sto. Niño St., Marikina City

- Bachelor of Science in Computer Science March 2012

### **SECONDARY:**

Bacong National High School  
Bacong, Ligao City  
2009-2010

## **CAREER HIGHLIGHTS:**

- Promoted to Department Manager
- Promoted to Assistant Department Manager
- Able to passed Announced and Unannounced Food Safety Audit, Customer First Visits and Running Great Restaurant Visits
- Achieved and Recognized for 100% Third Party Food Safety Audit at McDonald’s España, Philippines
- Achieved Ranked 5 Mcdco Party YTD, lowest OEPE, achieved 98.1 OSAT Rating and Highest LSM Sales Contribution
- Achieved and Recognized for 106% Sales Achievement for February 2022 at McDonald’s España, Philippines
- Promoted as Restaurant Shift Manager
- Promoted manager Trainee from Crew Trainer/Guest Experience Leader

# **JOEBERT ROMANO BUENO**

255 Quintina St., Sta. Mesa Manila

[bueno\\_joebert@yahoo.com](mailto:bueno_joebert@yahoo.com)

+639065195705



**OBJECTIVES:** To be able to work and be part of your company that would further enhance the knowledge and the discipline built in me and give me an opportunity to learn and handle new things and tasks and of course to gain more experience.

**SKILLS:** Computer proficient using Microsoft Word, Power Point and Excel. Multi-tasker, hardworking Person, Trustworthy, Good Communication and Leadership Skills.

## **EXPERIENCE**

### ***Golden Arches Development Corp. (McDonald’s Phils.)***

#### **Customer Experienced Department Manager**

**June 30, 2023 – Present**

- Responsible for leading a team of Crew and Managers to deliver an exceptional customer experience to our customers
- This role requires management and maintenance of service initiatives, growth channels and GEM responsibilities to contribute to restaurant success.
- Monitors and reports progress on department goals and objectives
- Understands the restaurant business plan and takes ownership of department goal
- Coordinates with other Department Manager on maintenance and updating of the new bulletin board
- Ensures department members follow correct food safety procedure
- Monitors hygiene and sanitation standards in department and complies with McDonald’s and government food safety standards
- Monitors and reports progress on department goals and objectives
- Audits and verifies GC’s overring, refunds, SCD, deposit slips, and reports to RGM
- Trains, assign, communicates, and verifies completion of the cleaning tasks and responsibilities based on the cleanliness map
- Delivers outstanding QSC & V as measured by achieving targets and adheres to cash handling policy
- Ensures safety of customers in all areas of the restaurant
- Review guest count and sales projections
- Uses Shift Management Tool and accomplishes pre-shift, during shift and post shift tasks
- Builds and maintains a working relationship with the team, restaurants, departments and other service providers.

**Golden Arches Development Corp. (McDonald's Phils.)**

**Assistant Department Manager | Nov. 31, 2021 – June 30, 2023**

- Result Oriented; Can work even with minimal supervision
- Provides and creates schedule of crew
- Ensures all minimums are in place
- Ensures working hours are uploaded on time
- Helps community visits on sales building represents RMHC in the restaurant and organizes RMHC activities and events
- McDonald's System Strength: People, Training, Scheduling, Sales and Profit
- Supervising crew trainers and crews and maintaining the highest standards in quality, service and cleanliness with a constant focus on profitability
- Supervises Brand Extensions
  - (e.g. MDS, DT, Kiosk, TOC
  - McCafe, MDS) in the restaurant
  - Manages GELs in the restaurant

**Golden Arches Development Corp. (McDonald's Phils.)**

**Shift Manager | May 31, 2021 – November 15, 2023**

- Responsible for delivering outstanding QSC, sales, people practices and profit on their shifts
- Responsible for meeting targets during their shifts and for helping their assigned departments meeting their goals
- Completes and verifies Food Safety Checklist(FSDC), monitors food safety procedures during the shift
- Communicates with previous subsequent Shift Manager and identify sales trends and opportunities
- Communicates shift targets and goals to all team members
- Maintains stock levels, receives products by checking accuracy, quality, and condition,
- Tracks and counts raw and complete waste on each shift
- Adheres to people practices, demonstrate and reinforces the leadership behaviors, people minimums necessary to gain commitment from crew and leadership
- Identifies and responds to equipment and physical plant failure or unplanned activities
- Verifies completion of or follow-up cleaning tasks and planes maintenance tasks and ensures proper maintenance of all areas in the restaurant during shift
- Monitors and trains crew to correct service procedures
- Seeks customer feedback during travel paths
- Follows customer recovery process when necessary

**Golden Arches Development Corp. (GADC-McDonald's Phils.)**

**Crew Trainer & Guest Experience Leader | Sept. 1, 2017 – May 30, 2021**

- Responsible for initial training and verification
- Utilizes training tools correctly, e.g. station videos/E-Learning
- Ensures crew remains focused
- Explains the 'how' and 'why' to Crew and provides feedback
- Identifies & discuss training needs, e.g. supports the Open Door Policy, Follow people minimums
- Demonstrate hospitality towards our guests
- Demonstrate and promotes teamwork
- Builds and maintain relationships with clients
- Create compelling sales pitches
- Sell the company's product and services
- Complete all paperwork related to a sale
- Perform research on the competitor's services

## **CHARACTER REFERENCES:**

### **Virgel E. Diamante**

Chairman,  
EARIST Alumni Association INC.,  
09178224848

### **Dr. Willy O. Gapasin**

Dean,  
EARIST College of Business  
Administration  
09178618169

### **Leo Charles Tolentino**

Restaurant General Manager,  
GADC-McDonald's España Phils.  
09988439914

## **EXPERTISE**

### **PEOPLE PRACTICES**

- Ensures People minimums are in place at all times, upload crew working hours on time, maintains the appropriate crew staffing level to meet the restaurant needs, conducts follow-up orientation, writes performance reviews for assigned crew and crew trainers in each department, conducts crew selection process except final interview

### **STAFFING, SCHEDULING & POSITIONING**

- Reviews labor control, determines restaurant labor need and budget, ensures all crew schedule guidelines are followed, monitors and analyzes weekly and monthly labor reports, ensures daily labor is within projections

### **TRAINING, LEARNING AND DEVELOPMENT**

- Determine restaurant training needs, able to prepare, present, try out and follow up crews in their training activities, conducts station verifications to trained crews using SVF and TSOC's

### **SALES, RELATIONSHIP AND NETWORK BUILDING**

- Determine All Out Service attributes both internal and external, builds and maintains a working relationship with the team, restaurants, departments and other providers. Monitors and reports progress on department goals and objectives, conducts community visits to gain more sales and profit

### **FOOD SAFETY**

- Ensures department members follow food safety procedures, monitors hygiene and sanitation standards, ensure completion of food safety procedures on shift, assists RGM on inspections, action plans and pes prevention program

## **CERTIFICATES**

### ***Developing the Leader in Me – DLIM Class #12***

Professional Manager Award

July 10,11,12,13 & 15, 2022

Learning & Development Center, GADC Palanca Makati Phils.

### ***Virtual Advance Shift Leadership – ASL Class #19***

Gold Hat Award and Dean's List Award

Best and Most Performing Group Award

September 5,6,7 & 9, 2022

España, Manila Phils.

### ***Shift Leadership Transition Virtual Course #34***

Gold Hat Award and Dean's List Award

November 23-27, 2022

General Luna, Manila Phils.

### ***Virtual Systems Workshop I – SW I Class #33***

Best and Most Performing Group Award

May 23-26, 2022

España, Manila Phils.

### ***Virtual Food Safety Course***

November 22, 2021

General Luna, Manila Phils.

### ***Virtual Basic People Class – VPC Class #30***

August 23-25, 2021

General Luna, Manila Phils.