



Richard Kenneth R. Gacayan

891 1st. St., Gracia Village, Nancayasan, | Urdaneta City | Philippines

CAREER OBJECTIVE

A hardworking individual, capable of maintaining a motivated team and emphasize the definition and importance of teamwork. Focus is the key aspect of communication, well organized and consistently hungry for challenging responsibilities.

PERSONAL INFORMATION

Birth: 18 July 1981 **Phone:** +963 995 964 3961

Skype: richardkennethgacayan81

Nationality: Philippines **E-mail:** richardkennethgacayan@yahoo.com

Languages Spoken: English, Tagalog, Ilonggo, Cuyuno, Agutayno, Kapampangan

EDUCATION / QUALIFICATIONS

2003-2004 **Manuel L. Quezon University**
Bachelor of Science in Civil Engineering
Undergraduate

1998-2003 **University of the East**

WORKING EXPERIENCE

Butler – Silversea Cruises January 16, 2023 to Present

- Provide explicit service to the guest from embarking until disembarking.
- Offer unpacking and packing services upon guest approval.
- Deliver room service breakfast lunch and dinner upon guest request.
- Provide valley services such as pick-up and delivery of guest laundry.
- Arrange restaurant and excursion reservation.
- Provide shoes polishing and cleaning.
- Act as liaison of guest onboard and point of contact for all guest request.

Head Chef/Operations Manager - Not so Guilty Cafe January 2, 2021 to November 2, 2022

- Overlooking the operation, manning & cost control.
- Create recipe's and train the chef's for delivering the same quality.
- Meet with supplier and get the best rate for the supplies needed.
- Create schedule for the staff.
- Delegate task for the entire team front & back of the house.

Villa Manager- AB Villa Al Barsha (Confidential Client) July 4, 2020 – January 1, 2021

- Overlooking the housekeeping works and ensure that all corners of the house are spotless and clean.
- Supervise and oversee the contractors
- Arrange and keep the closet very well organized.
- Help prepare the meals work with the chef.
- Does all errands required by the principal
- Attend to the guest and provide their needs
- Performs Food and Beverage services.
- Looks after the security of all valuable and other items with in the property

Villa Butler – Madinat Jumeirah Dar Al Masyaf
December 8, 2019 – July 4, 2020

- Responsible of delivering five star Signature Butler Services to guests and visitors.
- Head liaison and main point of contact between VIP/guests and all hotel departments. Assisting guests with requests and to ensuring maximum guest satisfaction is delivered. Supporting other core support departments such as Call Center (Butler Service Desk), concierge, HK and private dining.
- Overseeing guest arrival experience by establishing initial contact, confirming and creating amenities, greet and escort all guests to rooms.

Habtoor Palace Butler
August 2018 – October 17, 2019

Habtoor Palace (LXR) Dubai 5*/ by HILTON / 234 rooms – Dubai, UAE

- Responsible of delivering five star Signature Butler Services to guests and visitors.
- Head liaison and main point of contact between VIP/guests and all hotel departments. Assisting guests with requests and to ensuring maximum guest satisfaction is delivered. Supporting other core support departments such as Call Center (Butler Service Desk), concierge, HK and private dining.
- Overseeing guest arrival experience by establishing initial contact, confirming and creating amenities, greet and escort all guests to rooms.

St. Regis Butler

Oct 2017 – July 2018

St. Regis Dubai 5*/ Marriott International / 234 rooms – Dubai, UAE

- Responsible of delivering five star Signature Butler Services to guests and visitors.
- Head liaison and main point of contact between VIP/guests and all hotel departments. Assisting guests with requests and to ensuring maximum guest satisfaction is delivered. Supporting other core support departments such as Call Center (Butler Service Desk), concierge, HK and private dining.
- Overseeing guest arrival experience by establishing initial contact, confirming and creating amenities, greet and escort all guests to rooms.

Lobby Lounge Supervisor (Pre-opening Team)

March 2017 – September 2017

Five Hotels & Resorts Palm Jumeirah / Viceroy Hotels & Resorts Palm Jumeirah / March 2017 – Dubai, UAE

- Reports to the direct manager, supervises and gives training to the F&B Service team.
- Provides guests the highest dining experience by ensuring quality and standards are delivered.
- Drives teamwork and strong engagement skills.
- Able to support and motivate team.

Food & Beverage Supervisor (Pre-opening team)

September 2014 – February 2017

Four Seasons Dubai at Jumeirah Beach/ - Dubai, UAE

- Participates in the recruitment, selection, and training of staff
- Supervise and schedule food and beverage staff
- Ensure customer satisfaction
- Resolve customer complaints, as well as internal conflict amongst staff
- Order and maintain inventory control costs
- Oversee food service, and act as an expeditor, when necessary, to ensure the timely movement of completed food orders from kitchen to customer table

Butler/Catering Supervisor

June 2013 - September 2014

Abu Dhabi National Hotels / June 2013 - September 2014 - Abu Dhabi, UAE

- Plan and coordinate all aspects of catering, including meeting with clients, service activities, sanitation, and fiscal responsibilities.
- Work with management and staff to ensure cost effective pricing and generate positive revenue from events.
- Supervise staff during all aspects of catered events to ensure high quality service standards and presentations are met.
- Meet with clients to coordinate event-specific details and special requests and develop plan to fulfill or exceed client's expectations.
- Use information on function sheets to coordinate food and beverage services for scheduled events.
- Provide and communicate a layout/ diagram of catering events, including details of table service.
- Maintain high sanitation and safety standards in all catering storage rooms and other catering areas.
- Control all labor schedules in accordance with budgeted costs.
- Acquire and maintain knowledge of current food and catering trends.
- Maintain proper stock level of all catering equipment
- Assist with hiring, training, evaluating, and supervising of all catering staff, including completing staff schedules and providing information about catering events to staff

Villa Butler

August 2010 -January 2013

Amanpulo Resort, Pamalican Island, Palawan, Philippines

- Supervised the operations of Food and Beverage team
- Oversees housekeeping operation
- In charge of all the Villa's stocks, linens, etc.
- Able to train and evaluate employees
- Handovers the announcements, meetings, and memorandums to all employees.
- Learned how to use and operate Opera software

Call Center Agent/Customer Care Representative

February 2007 - July 2010

E-Pacific Global Ortigas Center, Pasig City, Philippines

- Manage large amounts of incoming calls
- Generate sales leads

- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/customer service team sales targets and call handling quotas
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage customers

Commis 3

August 2006 - January 2007

Clubhouse Restaurant / Amanpulo Resort, Pamalican Island - Palawan, Philippines

- Support the Demi Chef de Partie or Commis I in the daily operation and work
- Work according to the instructions of Superiors
- Keep work area at all times in hygienic conditions according to the rules set by the hotel
- Control food stock and food cost in his section
- Prepare the daily mis-en-place and food production in different sections of the main kitchen or satellites
- Follow the instructions and recommendations from the immediate Superiors to complete the daily tasks
- Ensure the highest standards and consistent quality in the daily preparation
- Coordinate and participate with other sections of requirements, cleanliness, wastage and cost control

Special Skills Microsoft Application (Word, Excel) Micros, Adaco, Oasys, Barista, Opera System, PIC Level 3 Hygiene

Referees:

Upon Request

