

Survina Montes Marquez

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EMPLOYMENT HISTORY:

HOTEL UTILITY (SANITATION)

24th of March 2023 – PRESENT
Virgin Voyages Cruise Line - **RESILIENT LADY**

27th of May 2022 - 20th of January 2023
Virgin Voyages Cruise Line - **SCARLET LADY**

Duties and Responsibilities:

When assigned to the Galley Areas:

- Carries out the cleaning operation for all equipment and machinery within the Food & Beverage department including but not limited to Galley outlets, Galley consumables and all work orders in all Galleys, Outlets and Crew dining areas.
- Carries out the daily cleaning procedures and maintenance of all Galleys, Outlets, Bars and Crew dining areas ensuring compliance with company policies and the latest Health and Sanitation regulations (USPH) at all times.
- Ensures they follow the garbage segregation policy when dealing with waste.
- Reports significant public health issues to the Sanitation Officer.
- Follows Integrated Pest Management procedures at all times.
- Notifies Kitchen Steward of any breakages or losses of tableware to ensure stock levels are well maintained.
- Works according to the standards set out by USPH and HACCP.
- Reports to Head Cleaner any defects or repairs that affect the daily operation in the galley and that potentially violate USPH and/or SMS requirements.

When assigned to Housekeeping Public Areas:

- Carries out cleaning of public areas including but not limited to atriums, public walkways and other public spaces.
- Daily vacuuming, sanitizing, garbage removal and dusting/polishing of all public areas.
- Carries out cleaning and maintenance of carpets and floors in public areas including shampooing, stripping, waxing etc.
- Assists in the handling and distribution of Sailor luggage on embarkation/disembarkation.
- Follows and ensures correct storage via COSWOPP when handling and/or using cleaning chemicals.
- Keeps all cleaning equipment well maintained and reports any defects to the Public Area Manager.

Customer Sales Assistant cum Barista

December 2017 - May 2022
Emirates National Oil Company - PRONTO
Dubai, United Arab Emirates

Duties and Responsibilities:

- Handling We Proudly Serve Starbucks.
- Giving 100% customer service and creating a great experience for the customers.
- Responsible for the food preparation, merchandising, housekeeping.
- Responsible in handling suppliers, in-charge of store requisitions
- Receiving and properly checking the quality, quantity of ordered stocks.
- Responsible of entering in-voice, daily wastages and monthly write-off.
- Responsible with the stocks inventory.
- Maintaining company standard procedure and most of all following the company code and conduct.

Server / Host

March 2016 - October 2016
Bake N' Bacon (Standalone Restaurant)
Sta. Rosa Laguna, Philippines

Duties and Responsibilities

- Prepare restaurant tables with special attention to sanitation and proper order.
- Attend to customers upon entrance, present menus and help the customers select food/beverages.
- Take and serve orders.
- Answer questions or make recommendations for complementary product.
- Responsible of maintaining the orderliness and cleanliness of the restaurant.
- Handling complaints or problem with a positive attitude.
- Issue bills and accept payments.

Bartender / Pizza Maker

February 2015 - March 2016
Shakey's Pizza Parlor
Sta. Rosa Laguna, Philippines

Duties and Responsibilities as a Pizza Maker

- Preparing pizzas, salads, hotdogs out of our menu and based on custom orders.
- Baking a wide variety of pizza doughs, including thin crust and hand-tossed pizza.
- Wash, rinse and sanitizing the vegetables to be used as toppings for our pizza.
- Monitoring production shelf-life and FIFO.
- Maintain a clean production area and sterilize equipment.

Duties and Responsibilities as a Bartender

- In-charge of serving Shakey's signature service standards to ensure quality experience.
- Adhere to alcohol and beverage commission standards in pouring, serving and stocking all beverages, condiments and bar supplies.
- Maintain work area cleanliness and sanitation standards.
- Stock station, as required.
- Suggestive selling.

SMART – Sales, Marketing, Assistance and Resource Team

May 2013 – October 2013
Jollibee Food Incorporated
Urdaneta City, Pangasinan Philippines

Duties and Responsibilities

- In-charge of party reservation and booking for Jollibee kids parties.
- Decorating the kiddie party venue, assisting the party host and the mascot when needed.
- Welcoming the customers and leading them to their tables.
- Helping the cash register operators, drive-thru personnel and dining crew to prepare the customers' order.
- Ensures suggestive selling and item upgrade.
- Maintain a clean and organized workstation and ensures a clean customers area.
- Carry out inventories on the restaurants supplies and stocks.
- Furnish customers with helpful information regarding service time and special deal offers.

EDUCATIONAL ATTAINMENT:

TESDA - Vocational Training
Ship's Catering (Messman) NCI
21st of February 2023

TESDA - Vocational Training
Front Office NCII
26th of February 2014

TERTIARY
Bachelor of Science in Tourism
A.Y 2013 - 2014

PERSONAL INFORMATION:

Date of Birth : 05th of November 1994
Status : Single
Gender : Female
Religion : Catholic

