



ALIX CONDALO MUTYA

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PROFESSIONAL SUMMARY

Personable Restaurant Manager that monitors staff activities and coordinates workflows to support top-quality service. Oversees operations and proactively addresses challenges to help teams succeed. Promotes menu items and specials on social media to drive engagement and increase referrals.

SKILLS

- Restaurant Marketing
- Brand Standards Promotion
- Ability to work flexible working hours
- Operations Management
- Staff Supervision
- Workflow Optimization
- Employee Performance Evaluation

EXPERIENCE

Restaurant Manager June 2023 - Current
ikitchen Incorporated- Kuya J Restaurant | Manila, Philippines

- Purchasing adequate quantities of food, beverages, equipment, and supplies
- Develop, implement, and manage business plans to promote profitable food and beverages sales
- Actively participate in on-going customer service programs
- Cascades, implements, and monitors over-all strategies and tactics
- Provides coaching to assistant managers on day-to-day operations executions
- Defines sales targets and sales strategies based on solid and through SWOT analysis

Restaurant Manager March 2019 - June 2023
Fresh N' Famous Foods Inc. | Pasig City, Philippines

- Purchasing adequate quantities of food, beverages, equipment, and supplies
- Develop, implement, and manage business plans to promote profitable food and beverages sales
- Actively participate in on-going customer service programs
- Cascades, implements, and monitors over-all strategies and tactics
- Provides coaching to assistant managers on day-to-day operations executions
- Defines sales targets and sales strategies based on solid and through SWOT analysis
- Leads the store's management team to set evaluate and determine the store's Food, Service and Cleanliness' targets
- Oversees all product, service, sales, and channels launches and coordinates with the management team for its successful implementation

- Monitors the effective implementation of Profit and Loss improvement programs and activities
- Leads the store team in creating an atmosphere that lives the company's core values
- Monitors compliance of store team to the store's over-all strategies, policies, and operational guide
- Implements and monitors the store's safety and security programs
- Creates specific game plan for the shift
- Ensures that the shift team is aware of all the plans and strategies to be executed during the shift
- Managing an average of 200 or more customers in everyday operations.

Assistant Restaurant Manager

July 2015 - February 2019

Fresh N' Famous Foods Inc. | Pasig City, Philippines

- Assisted the Restaurant Manager on daily tasks
- Trained Front of House staff on fast food restaurant policies and procedures, guest service techniques and communication skills to ensure positive experience
- Trained and helped less experienced staff manage workloads and assignments, facilitating fulfillment of organizational objectives
- Maintained positive, professional working environment to optimize staff and customer satisfaction
- Performed sales call within retail trade area to generate sales
- Worked closely with the kitchen staff to determine standard operating procedures
- Established monthly goals, communicating priorities to staff, and closely tracking progress to achieve success
- Responsible for executing service standard guidelines
- Responsible for executing food preparation guidelines.

Marketing Staff

May 2014 - July 2015

Tekton Entre Multipurpose | Cagayan De Oro, Philippines

- Strengthened outreach by coordinating events to maximize marketing activities.
- Informed supervisors and company leaders on markets and regional sales needs to best meet customer needs and maximize revenue.
- Performed Sales Call for possible bulk orders with a target of 5,000.00 pesos bulk order sales.
- Organized marketing collateral in store premises.
- Attract more customers, engage through sales, and connect with customers.
- Distributed leaflets and sales vouchers.

Quick Service Restaurant Crew Member

October 2013 - April 2014

Fresh N' Famous Foods Inc, Avenue Ortigas Center | Pasig City, Philippines

- Took orders, prepared meals, and collected payments
- Prepared and bagged food for customers
- Assisted in dining area by removing soiled dishes during meal service and transporting to kitchen for washing
- Assisted team members with tasks, increasing overall efficiency and achieving improved customer satisfaction
- Operated cash register to ring up final bill and process various forms of payment.

Quick Service Restaurant Crew Member February 2013 - August 2013
Oirasor Manpower Resources Corporation | Cagayan De Oro, Philippines

- Took orders, prepared meals, and collected payments
- Prepared and bagged food for customers
- Assisted in dining area by removing soiled dishes during meal service and transporting to kitchen for washing
- Assisted team members with tasks, increasing overall efficiency and achieving improved customer satisfaction
- Operated cash register to ring up final bill and process various forms of payment.

Service Crew Member May 2012 - November 2012
Visaya Amusement Corporation | Cagayan De Oro, Philippines

- Provided excellent customer service by greeting customers and meeting quality expectations
- Assisted other team members to achieve goals
- Kept all preparation areas clean by sweeping, mopping, and washing down counters
- Kept customers and crew areas organized
- Escalated problems or complaints to relevant supervisor or manager for resolution
- Familiarized with products to answer questions and make suggestions.

Quick Service Restaurant Crew Member February 2011 - November 2011
Petron Marketing Corporation | Taguig, Metro Manila, Philippines

- Trained new team members on procedures, customer service and sales techniques
- Worked front counter, drive-thru and other areas
- Supporting great dining and meal experiences for guests
- Kept food preparation area, equipment, and utensils clean and sanitary
- Worked well with teammates and accepted coaching from the management team.

Quick Service Restaurant Crew Member November 2008 - May 2009
Jollibee Foods Corporation | Taguig, Metro Manila, Philippines

- Kept food preparation area, equipment, and utensils clean and sanitary
- Addressed guest needs, questions, or concerns to create optimum experience onboard
- Prepared products following restaurant, health and safety standards and procedures
- Packed menu items into bags or trays and placed drink orders into carriers
- Kept all preparation areas clean by sweeping, mopping and washing down counter areas.

EDUCATION

Bachelor of Science (B.S.) - Hotel and Restaurant Manager May 2015
STI College, Cagayan De Oro, Philippines

High School May 2005
Cagayan De Oro College- Phinma Education Network, Cagayan De Oro, Philippines

Elementary May 2000
Balulang Elementary School, Cagayan, Oro City, De, Philippines