

Renato Esteban Jr.

Skilled Worker Overseas | (204)999-3801 | yopej002@gmail.com | Winnipeg, MB | Willing to Relocate

Profile

Versatile experience in the hospitality and retail industry, starting as a bagger and working my way up to management positions. My career journey includes roles such as waiter, head waiter, supervisor, store supervisor, management trainee, and store manager. Throughout my experience, I have developed strong skills in customer service, leadership, problem-solving, and team management. I provide high-quality service and creating a positive experience for customers and employees. Additionally, I have experience in budget-planning, inventory management, and implementing operational excellence.

Experience

CAFE OWNER-MANAGER | SWEETFLAKES MILK TEA HUB | AUGUST 2018 - PRESENT

- Managed day-to-day operation of the café, among others, delivering exceptional customer experience and supervising and motivating crew members
- Hired, trained and motivated crew members
- Staff scheduling and inventory management
- Managed online and offline marketing and advertising
- Prepared weekly sales and expenses for the café owner

SUPERVISOR | TASTE OF MY HOME-LE MIRAGE DE MALATE | JANUARY 2018 - AUGUST 2018

- Managed all aspects of our restaurant business, including delivering a high-quality experience to guests and motivating staff to ensure excellent customer service.
- Responsible for maintaining quality and increasing profitability.
- Supervised a team of dining crew, 2 delivery riders, and 4 kitchen staff

MANAGEMENT TRAINEE | PEDRO N COI RESORT WORLD | FEBRUARY 2020 - JULY 15, 2022

- Maintained overall quality and service standards.
- Developed Operations Excellence Audit action plan.
- Developed budget plans and tactics to achieve target.
- Kept regular contact with customers to obtain feedback on service, food quality and staff friendliness using customer feedback cards.

TOKTOK BUSINESS OPERATOR/DRIVER | TOKTOK PHILIPPINES | APRIL 2021 - PRESENT

- Deliver orders within optimal period of time, ensuring freshness of food or maintain similar quality as it was received from the vendor, while respecting customer preferences
- Communicate clearly with vendor and customer, demonstrating an eagerness to work through any issues or points of confusion
- Verify orders before each delivery and maintain a detailed, comprehensive delivery log
- Safely operate a delivery vehicle in all types of weather conditions
- Provide professional, friendly delivery services with vendor and customers

HEAD WAITER| CAFÉ DE BONIFACIO| MAY 2014 - OCTOBER 2017

- Responsible for monitoring servers, assigning tasks, solving customer issues, ensuring tables are cleared quickly, reporting to the dining manager, and maintaining a high-quality dining experience.
- Supervised a team of 4 dining staff

FOOD SERVER/ASST BARTENDER | HUGO GRILLERY | SEPTEMBER 2013 - MARCH 2014

- Cooperated with the Head Bartender to create and manage beverages, customer service, and cleanliness, without compromising quality standards

WAITER | ARISTOCRAT RESTAURANT | JULY 2021 - DECEMBER 2021

- Responsible for welcoming and seating guests, taking guest orders, effectively communicating them to the kitchen and memorizing the menu.
- Offered recommendations to upsell appetizers, desserts, or drinks

Education

HOTEL AND RESTAURANT SERVICES | DIVINE MERCY COLLEGE FOUNDATION | 2010 - 2012

BACHELOR OF SECONDARY EDUCATION | CITY OF MALABON UNIVERSITY | 2007 - 2009

Training

- Training and Seminar☑ Campus Barista Caravan Featuring the Art of Coffee Making
- Food and Beverage Services (NCII)-TESDA
- Food and Beverage Services – Intercruises Mgt. Training Center

Skills & Abilities

- Customer service
- Leadership
- Coaching and mentoring
- Team management
- Inventory management
- Time management
- Time management and scheduling
- Budget planning
- Conflict resolution
- Multi-tasking
- Flexibility
- Adaptability

MPNP Qualifications

- Language Proficiency (English): 79 (IELTS Taker: Speaking 5, Listening 6, Writing 5.5, Reading 5)
- Age: 75 (21-45 y/o)
- Work Experience: 75 (Four years of more)
- Education: 100 (One post-secondary program of two years)
- Adaptability: 200 (Close relative in Manitoba)
- Total: 529 (Eligible for MPNP)