

# Jade Rhea Aguelo

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## SUMMARY

A goal oriented professional seeking for a full time position that will enhance my skills in an environment that offers a greater challenge, also to impart my knowledge in the field of my expertise and the opportunity to help the company advance efficiently and productively wherein I can continue my career with an organization that will utilize my skills to benefits mutual growth and success.

## EXPERIENCE

### EPMPC - RACKS Restaurant - Restaurant Staff Member

Cebu City , Philippines  
07/2018 - 06/2020

- Dealt with complaints and confidently sought solutions.
- Created a positive environment for guests, encouraging them to explore menu and try new things.
- Provided accurate billing to customers using [Brand] POS system.
- Demonstrated perfect knowledge of menu items and daily specials.
- Performed duties unsupervised and autonomously on sections of the restaurant.
- Owned bar rota, balancing the business's needs, staff requests and holidays.
- Welcomed guests in polite and friendly manner, consistently demonstrating great customer service.
- Established professional guest relationships and delivered outstanding service.
- Cleared and reset tables with clean service ware to uphold faultless restaurant standards.
- Stocked and maintained silverware, linens and condiments.
- Retained knowledge of current menu selections for accurate, reliable customer guidance.
- Seated guests quickly and coordinated timely service to minimise table wait times.
- Checked on designated tables at appropriate intervals to refill drinks, respond to requests and receive customer feedback.
- Answered phones politely and promptly while accurately recording and confirming reservations.
- Anticipated and addressed guests' service needs.
- Delivered friendly and fast service to process high-volume food and drink orders at peak times.
- Maintained safe hygiene and food handling standards for full compliance.
- Performed additional tasks to keep dining room running smoothly.
- Completed daily opening and closing checklists to maintain standards and ready dining rooms for service.
- Coordinated team members to take, serve and clear orders accurately and promptly.
- Greeted new customers, answered initial questions and took drink orders.

### Cebu Parklane International Hotel - Hotel On the job Trainee

Cebu City, Philippines  
11/2017 - 01/2018

- HUMAN RESOURCES DEPARTMENT
- Provides information by answering communications; referring special communication to appropriate person.
- Obtain and orients temporary help by forwarding requirements and criteria to temporary service; providing information and directions.
- Maintains human resources records by maintaining applications, resumes, and applications
- Verifies candidates background by contacting references
- Enrolls new employee by issuing forms and applications; verifying completion
- KITCHEN DEPARTMENT
- Oversee the consistency of various preparations within the cold kitchen to ensure quality product and adherence to standard recipe
- Prepares all cold food according to recipes, guidelines and standard by the hotel standards
- Always keep all refrigeration, equipment, storage and working areas in clean, working condition in order to comply with health department regulations.
- Delegates and assist in preparing of cold food items like salads, cold cuts, salad dressings etc.
- Prepare all dishes following recipes and yield guides
- Clean the assigned area in a standard operating procedure

### WiPro - Content Moderator

Cebu City, Philippines  
10/2023 - I currently work here

- Review contents and videos in accordance to the guidelines of our client to determine if the content is approved for release and posting.
- Review pages and accounts in accordance to the guidelines of our clients to determine if the account is a real account or an illegal account.

## SKILLS

- Sanitization procedures
- Food safety understanding
- Regulatory compliance
- Cash handling
- Food and beverage knowledge
- Highly responsible and reliable
- Payment processing
- Table clearing
- Food Assembly and Dispatch
- Beverage Assembly and Dispatch

## EDUCATION

06/2014 - 03/2018

**Asian College of Technology - IEF**  
Cebu City , Philippines

**Bachelor of Science:** Hospitality Management

- Cumlaude, Academic Achievement Award
- Bachelor of Science in Hospitality Management Graduate

## LANGUAGES

English:  B1  
Intermediate