



JOHN CHRISTOPHER TORIO

I am an ambitious, hardworking and self-motivated professional with hands on experience in customer service in various food establishments and fine dining restaurants. I have substantial knowledge in customer service and successful in fulfilling customer's satisfaction in a warm and friendly manner for 8+ years. I have the ability to create and maintain professional relationships with customers and associates. My friendly attitude is the core of my customer service skill as a Waiter. I am easy to talk to and approachable whilst also being firm and able to manage issues within the workplace. I quickly develop an ongoing rapport with customers. I am confident, skilled and enjoy being part of the leading companies.

Contact Information

Phone: +63915-784-0035
Email: johnchristopher.torio@yahoo.com

Personal Information

Date of Birth : September 19, 1989
Age : 34
Place of Birth : Calasiao, Pangasinan, Philippines
Civil Status : Single
Citizenship : Filipino
Height : 5'4"
Weight : 150 lbs.
Languages : English, Filipino

Education Background

2009- 2013 **BACHELOR OF SCIENCE IN HOTEL AND RESTAURANT MANAGEMENT**
Lyceum Northwestern University
Dagupan City, Pangasinan, Philippines

2006- 2008 **UNITS IN BACHELOR OF NURSING**
University of Pangasinan
Dagupan City, Pangasinan, Philippines

2002-2006 **DIPLOMA IN HIGH SCHOOL**
San Jacinto Catholic School
San Jacinto, Pangasinan, Philippines

1996- 2002 **DIPLOMA IN ELEMENTARY**
Calasiao Central Elementary School
Calasiao, Pangasinan, Philippines

Skills

Food Safety & Hygiene
Excellent Customer Service
Communication and Presentation Skills
Coordination Skills
Problem Solving
POS System
Leadership
Multitasking

Career Summary

WAITER

December 2, 2022 – October 19, 2023
P&O CRUISE SHIP BRITANNIA

ASSISTANT WAITER

November 4, 2021 – September 8, 2022
P&O CRUISE SHIP AZURA

ASSISTANT WAITER

March 06, 2020 – May 11, 2020
P&O CRUISE SHIP AZURA

WAITER/TRAINER

August 2015 - July 2017
CIRCLE CAFÉ RESTAURANT UAE
Store Rotation:

- June 2017-July 2017
BAY SQUARE, BUSINESS BAY, DUBAI
- May 2017
Al Raha, Abu Dhabi
MANGROOVE VILLAGE, ABU DHABI
- December 2016-May 2017
Opening New Branched Outside UAE
RIYADH, KINGDOM OF SAUDI ARABIA
- August 2016-November 2016
Opening New Branched
MIRDIFF, SHOROOQ COMMUNITY, SHARJAH
- November 2015-July 2016
AL RAZI, BLDG. 64 DUBAI HEALTHCARE CITY, DUBAI
- August 2015-October 2015
JUMEIRAH 1 BEACH PARK PLAZA, DUBAI

SALES REPRESENTATIVE

October 2014 – February 2015
PEPSI COLA COMPANY
Calasiao, Pangasinan, Philippines

WAITER

March 2014 – September 2014
CROWN REGENCY RESORT & CONVENTION CENTER
Boracay, Malay Aklan, Philippines

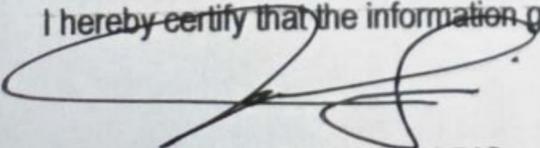
Responsibilities

- Greet with a smile and escort customers to their tables
- Present menu and provide detailed information when asked (about portions, ingredients or potential food allergies)
- Prepare tables by setting up linens, silverware and glasses
- Inform customers about the day's specials
- Offer menu recommendations upon request
- Up-sell additional products when appropriate
- Take accurate food and drinks orders, using a POS ordering software, order slips or by memorization
- Communicate order details to the Kitchen Staff
- Serve food and drink orders
- Check dishes and kitchenware for cleanliness and presentation and report any problems
- Arrange table settings and maintain a tidy dining area
- Deliver checks and collect bill payments
- Carry dirty plates, glasses and silverware to kitchen for cleaning
- Follow all relevant health department regulations
- Provide excellent customer service to guests Magsaysay Center for Hospitality and Culinary Arts (MIHCA)

Seminars & Trainings

- March 6, 2020 **Certificate in Proficiency in Security Awareness Regulation VI/6, Paragraph 1 and Section A VI/6, Paragraph 4 of the STCW Convention and Code 1978**
Carnival UK, Fleet Training Academy
- June 18, 2019 **Hotel Assistant Training Programme**
Magsaysay Center for Hospitality and Culinary Arts (MIHCA)
Times Plaza, United Nations Avenue corner Taft Avenue, Ermita, Manila 1000
- June 7, 2019 **General Company Induction and Disability Awareness**
Magsaysay Center for Hospitality and Culinary Arts (MIHCA)
Times Plaza, United Nations Avenue corner Taft Avenue, Ermita, Manila 1000
- Sept. 19, 2015 **BASIC FOOD HYGIENE COURSE**
Circle Restaurant DHCC Dubai, UAE
- July 27, 2015 **FIRE SAFETY AFUNDAMENTALS AND PROPER USE OF FIRE EXTINGUISHERS**
Emirates Academy for Civil Defence Sciences, UAE
- June 24-28, 2013 **FOOD AND BEVERAGE/ BARTENDING/ HOUSEKEEPING SERVICES INTERCRUISES HR MANAGEMENT TRAINING CENTER**
Ermita Manila, Philippines
- Mar.-Jun. 15, 2012 **On-the-Job Training in Practicum I & II BUSCH GARDENS**
Williamsburg, Virginia, USA
- March 13-15, 2011 **HOTEL FAMILIARIZATION, HOUSEKEEPING AND TRENDS IN THE HOSPITALITY INDUSTRY SEMINARS**
Phinma Training Center
Kabangaan Road, Iruhin West, Tagaytay City, Phil.
- Sept. 10-11, 2010 **Stay & Learn Seminar on Front Office/ Housekeeping/ Bartending/ Flairtending**
Microtel Inn & Suites
Cabanatuan, Nueva Ecija
- April - May 2010 **120-HOUR ON-THE-JOB TRAINING**
Gloria Maris Dagupan Restaurant
G/F CSI The City Mall, Lucao District, Dagupan City, Philippines

I hereby certify that the information given is true and correct.


JOHN CHRISTOPHER S. TORIO
Applicant

A: Personal Details

Surname	First Name(s)	Rank	Staff Number
TORIO	JOHN	WAITER	825315
Start Date	End Date	Line Manager (Print)	Ship
02/12/2022	19/10/2023	KAILASH POTAVADE - HEAD WAITER	BRITANNIA

Company Objectives



B: Behavioural, skill and technical aspects of the role

Aspect	Company Objective					Assessment				
	1	2	3	4	5	1	2	3	4	5
1 We take pride in doing things properly		X						X		
2 We treat everyone as individuals		X						X		
3 We are Friendly and Welcoming		X						X		
s4 We inspire others		X	X					X		

C: End of contract discussion summary

John is a hard working and responsible individual. He has been a very efficient restaurant team player in both Main dining and the Horizon buffet. He has been observed to be following our Culture Essentials Listen and Learn and also has been performing his duties considering all instructions given to him with minimal supervision. John is consistent and thorough with his work and always happy to help his colleagues or guests whenever required. He friendly and warm demeanour and his consideration towards serving guests has helped him to receive many positive comments from his guests. John is well versed with roles and responsibilities on board and he has completed all the training assigned to him on Gladis on time. John has the right attitude towards his job and performs his assignment tasks with dedication and commitment which has resulted in average 6% plus in Dining Experience and Friendliness and Personable Service showing an improvement of 16%. I thank John for all his efforts this contract and I wish John an enjoyable time off.

D: Overall Assessment Score (1-5) 3

E: Promotion Assessment Not Applicable

F: Re-Employment Recommendation Re-employ

5	Consistently demonstrating exceptional performance and behaviours
4	Flashes of exceptional performance and behaviours
3	Strong performer hitting targets most of the time, who does their role well and demonstrates our leadership skills
2	Not consistently demonstrating expected performance or behaviours
1	Consistent underperformance and/or not demonstrating the behaviours

G: If a recommendation is being made not to re-employ, please summarise reason(s):

H: Main Development Objective

- Develop his knowledge on HESS culture, especially on Public Health related to food & beverage
- Use his upselling skills to sell high end wines as well as promote select outlets
- Enhance knowledge of all the various diets

Line Manager Name: Kailash Potavade
 mv Britannia Head Waiter
 Signature: *[Signature]* Date: 10/10/2023
 Rating Signature: *[Signature]* 17-OCT 2023
 Head of Department Name: Antonia Mitic
 Dining & Beverage Manager
 Signature: *[Signature]* Date: 10/10/2023

CERTIFICATION

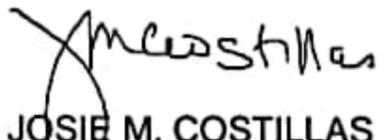
TO WHOM IT MAY CONCERN :

This certifies that Mr/Ms. JOHN CHRISTOPHER SALINAS TORIO has served on board in the following named vessels(s).

Position	Vessel	Vessel Type	Trade Area	Gross Tonnage	Engine(KW)	Sign On	Sign Off
WAITER	BRITANNIA	CRUISE VESSEL	WORLDWIDE	143,730	84,000	12-02-2022	10-19-2023
ASSISTANT WAITER	AZURA	CRUISE VESSEL	WORLDWIDE	115,055	67,200	11-04-2021	09-08-2022
ASSISTANT WAITER	AZURA	CRUISE VESSEL	WORLDWIDE	115,055	67,200	03-06-2020	05-10-2020

This certification is being issued upon the request of Mr/Ms. JOHN CHRISTOPHER SALINAS TORIO for the purpose of MARINA COP/COC/COE, SRB and SID Application only and will be null and void when use for other purpose aside from what is stated.

Issued this Oct 21, 2023 at Manila, Philippines.


JOSIE M. COSTILLAS
FLEET DIRECTOR