

ANN MAE MOHILLO - ADOLFO

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WORK EXPERIENCES:

FIRST ASSISTANT / DEPARTMENT MANAGER

February 5, 2018 - Present

Golden Arches Development Corporation (McDonald's Philippines)

17th Floor Citibank Center Bldg. 8741 Paseo de Roxas, Makati City, Philippines

Tel. No.: 02-8888-8500 & 02-8976-3500

Duties and Responsibilities:

- Monitors and reports progress on department goals and objectives using department scorecard
- Conducts weekly department walk-through to assess performance, diagnose opportunities, and identify actions
- Coordinates and communicates with other Department Managers in achieving restaurant goals and objectives
- Demonstrates and reinforces the leadership behaviors and basic people minimums (uniform, crew schedules etc.) necessary to gain commitment from crew and managers
- Assists the Restaurant General Manager in coming up with an action plan based on the employee commitment survey. Ensures execution of the plan to increase the employee's loyalty, satisfaction, and pride to the McDonald's Brand
- Appropriately documents performance and maintains safety and security of the personnel files
- Writes and conducts performance reviews for assigned Crew and Crew Trainers in department
- Trains, assigns, communicates, and verifies completion of the cleaning tasks and responsibilities based on the cleanliness map
- Ensures proper training and execution of all Service area procedures. This includes Front Counter, Order Kiosk, Drive-Thru, Pick-up, Mccafe, McDelivery, Dessert Center/Project Gold, and other business extensions
- Coordinates with Training Manager on the training of crew and managers on new products and promotions
- Demonstrates ability to engage with Customers and handle customer complaints effectively
- Ensures proper implementation of new products and procedures
- Ensures completion of food safety procedures on shift
- Investigates safety incidents and works with restaurant general manager in coming up with plans and corrective actions
- Applies restaurant safety and security procedures

SECOND ASSISTANT MANAGER

January 6, 2015 – February 4, 2018

Golden Arches Development Corporation (McDonald's Philippines)

17th Floor Citibank Center Bldg. 8741 Paseo de Roxas, Makati City, Philippines

Tel. No.: 02-8888-8500 & 02-8976-3500

Duties and Responsibilities:

- Monitors and report progress on department goals and objectives
- Communicates with Department Manager and department members to provide an update on the progress and status of department tasks
- Demonstrates and reinforces the leadership behaviors and basic people minimums (uniform, crew schedules etc.) necessary to gain commitment from crew and managers
- Supports the action plans of the restaurant to increase employee's loyalty, satisfaction, and pride in the McDonald's brand
- Writes and conducts performance reviews for assigned Crew in department
- Documents performance and maintains safety and security of the personnel files
- Stays knowledgeable and updated on all the information, guidelines, and processes of their respective department and restaurant
- Completes assigned tasks using the planned maintenance cards
- Ensures proper maintenance of all areas in the restaurant building plant and equipment.
- Ensures department members follow correct food safety procedures
- Ensures completion of food safety procedures on shift
- Performs assigned daily, weekly, and monthly equipment calibration
- Completes assigned daily paperwork, weekly inventories, and statistical reports, etc.
- Reviews guest count and sales projections

MANAGER TRAINEE

July 3, 2014 – January 5, 2015

Golden Arches Development Corporation (McDonald's Philippines)

17th Floor Citibank Center Bldg. 8741 Paseo de Roxas, Makati City, Philippines

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Duties and Responsibilities:

- Works closely with the restaurant general manager, to be coached
- Reviews guest count and sales projections
- Uses Shift Management Tool and accomplishes pre-shift, during shift, and post shift tasks
- Ensures enough number of crew are scheduled to handle the shift
- Communicates to customers to measure and improve their satisfaction with their McDonald's experience
- Communicates shift targets to crew and managers and follows-up on the execution on shift
- Manages from the observation post
- Contributes to the improvement of the restaurants service by relentlessly pursuing customer service excellence
- Identifies danger zones; diagnose and provide direction and coaching
- Conducts travel path every thirty minutes (every 15 minutes during peak)

- Uses the positioning guide and adjusts accordingly as needed
- Ensures that primary and secondary responsibilities of crew and managers are followed
- Ensures restaurant standards are maintained throughout the shift
- Delivers outstanding quality, service, safety, cleanliness, and value by achieving targets measures
- Adheres to cash handling policy

SERVICE CREW

December 5, 2013 – July 1, 2014

Golden Arches Development Corporation (McDonald’s Philippines)
 17th Floor Citibank Center Bldg. 8741 Paseo de Roxas, Makati City, Philippines
 Tel. No.: 02-8888-8500 & 02-8976-3500

Duties and Responsibilities:

- Performs workstation
- Follow station and store standards
- Follow store policies and procedures
- Delivers outstanding quality, service and cleanliness
- Serve fast, friendly and accurate service to the customers
- Shows MALASAKIT to both internal and external customers

SERVICE CREW

February 2013 – June 2013

Freemont Foods Corporation
 Banilad, Cebu City, Philippines

Duties and Responsibilities:

- Greet customer with a smile.
- Use selling technique.
- Take customer order by using point of sales and do transaction.
- Help out maintaining store area cleanliness.
- Delivers outstanding quality service, and cleanliness.
- Help out busing out tables.

TRAININGS & SEMINARS ATTENDED:

People Practices III Bridge Class

June 17, 2019
 Golden Arches Development Corporation
 Makati City, Philippines

Quality Assurance Partner’s Training

March 26 - 27. 2018
 Golden Arches Development Corporation
 Makati City, Philippines

Effective Management Program Course
February 22 - 26, 2016
Golden Arches Development Corporation
Makati City, Philippines

People Practices Class
February 27, 2016
Golden Arches Development Corporation
Makati City, Philippines

Advance Shift Management Course
March 16 - 19, 2015
Golden Arches Development Corporation
Makati City, Philippines

Basic Shift Management Course
November 25 – 28, 2014
Golden Arches Development Corporation
Makati City, Philippines

Food Safety Course
November 24, 2014
Golden Arches Development Corporation
Makati City, Philippines

Basic Life Support Training Course
July 17, 2010
Accredited Training Center of Emergency Care & Safety Institute (ECSI)
St. Paul College Foundation Inc.

EDUCATION

College : **June 2010 – March 2014**
Bachelor of Science in Information Technology
St. Paul College Foundation Inc.
Mandaue City, Cebu, Philippines

High School : **June 2006 – April 2010**
Cabancalan National High School
Mandaue City, Cebu, Philippines

Elementary : **June 2000 – March 2006**
Toboso Central School
Negros Occidental, Philippines