Rodel C. Garciano

April 13, 1991
5-15 Rosal Street St. Jude Acres Bulacao, Cebu City
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Professional Summary

A seasoned coach and F&B operations leader with 10 years of experience in Food and Beverages industry in Bakery and Pastries, Quick Service Restaurants, Coffee shops and QSR Pizza Parlor.

Graduated at Cebu Institute of Technology- University with a degree of Industrial Engineering that contributed improvements in terms of work motion processes and restaurant systems.
Interested to join in your team in a leadership role to increase sales and profitability for your company, sharing my good practices in F&B operations and provide the exceptional experience to all customers.

Key Skills

- Customer Experience Leader
- Recipe Management and Analysis
- Cost Analyzing Champion
- Profit& Loss Analysis
- People Development and Training programs
- Food safety expert
- Operational and Financial Auditing
- Customer Service Oriented
- Inventory Management and SAP systems exposure

EDUCATIONAL BACKGROUND

Tertiary Level:

School:	Cebu Institute of Technology-University	Year: 2007-2013
Address:	N. Bacalso Ave. Cebu City	
Course:	Bachelor of Science in Industrial Engineering	

PROFESSIONAL EXPERIENCE

Multi Branch Manager
(YELLOW CAB PIZZA CO.)
Teriyaki Boy Group Inc. – Max's Group Inc.
3rd Floor KDC Plaza Brgy. Pio Del Pilar Makati City
December 2019-Present

- Responsible for overseeing daily operations for 4 stores within the assigned cluster

Create implementation plans to support execution of company's initiatives to achieve both operational excellence and business results

- Analyzing Profit& Loss and provides strategic solutions based on business needs

- Managing Cost of Sales forecast, Cost of Labor forecast and minimizing operational expenses on allowable level

- Coordinate hiring, training, scheduling, payroll, and supervision for a staff and management team

- Driving sales at the restaurant level through local marketing plans

- Developing a team of high-performing store leaders and maximizing operations excellence at the restaurant level by working with Store Leads to optimize restaurant sales by addressing customer feedback, food safety and operational audits.

- Assisting with weekly projections and analysis of financial performance.

- Conducts Store audits and Financial audits on assigned cluster.

Unit Manager
(Coffee bean and Tea leaf)
Select Service Partner Corporation
Mactan Cebu International Airport Terminal 2, Lapu-Lapu City, Cebu
June 2018- December 2019

- Analyzing store operation budget and reviews monthly profit and loss and determines the cost management and productivity improvement strategies

- Overall in-charge of Service Quality and Food safety execution

- Ensuring compliance with licensing hygiene and health and safety guidelines

- Responsible for facilitating sales with store team by leading in defining customer need, sales opportunities and implementing sales strategies

- Analyzing and improving store profitability based on Profit& Loss Targets

- Review the Cost recipe and analyze cost efficient solution to lower the Cost of Goods

- Leads in building customer engagement initiatives and total quality experience

Assistant Restaurant Manager
Jollibee Foods Corporation
January 2014 up to June 2018

- Responsible for overall service store operations and ensuring smooth and systematic and delightful service systems experience.
- Assign as overall responsible during the shift to ensure Gold Standard Quality of Food, Services and Cleanliness Condition
- Helps the Restaurant Manager to achieve sales target by recommending promotional activities and to support sales strategy programs designed by the Restaurant Manager

- Ensuring effective implementation Food Safety and Food Quality initiatives

- Responsible for overall cleanliness in store operations. Ensure all equipment and materials are functional and well maintained.

Store Supervisor
Anita's Home Bakeshop Inc (SM City Cebu and Cebu North Area)
May 2013 to January 2014

- Supervising and coordinating staff activities in Cluster Stores.

- Supervising Sales and finding strategies to hit the target of the Store/Sales Department.

- Preparing reports regarding sales volumes, merchandising and personnel matters

- Prepares sales and customer relations reports by analyzing and categorizing sales information; identifying and investigating customer complaints and service suggestions

- Maintains quality service by establishing and enforcing organization standards

ACHIEVEMENTS

- **Presidential Award for Performance Excellence**
  Jollibee Lahug awarded in June 7 2016 at Hotel Manila
- **Certified Store Star Awardee**
  Jollibee Lahug 2016
- **Certified Gold Store Star Awardee**
  Jollibee Lahug 2015
- **Certified Store Star Awardee**
  Jollibee SM Upper 2014

CHARACTER REFERENCES

- **Ryan Mata**
  Restaurant Manager, Jollibee Danao Sands
  09474438092

- **Rey Ralph Aroy**
  Multi-Unit Manager, Select Service Corporation
  09662182351

- **Rogyn Tautho**
  Officer In Charge, Prince Go Mart Club
  09062857967