

Roy Refamonte Matias



Jazan City, Saudi Arabia
+966 531842204
royrefamontematias@gmail.com

Sta. Cruz Village, Borol 1st,
Balagtas, Bulacan, Philippines
+639195478011

Summary

Cheerful food server providing experience in hectic dining room restaurant environments. Promotes customer comfort and enhanced experiences by answering questions and responding to concerns. Maintains service standards and follows safe service regulations. Always ready to help team members by taking on additional tasks.

Skills

- Suggestive Selling
- Price Memorization
- Check Payment Processing
- Food and Beverage Pairings
- Menu Memorization
- Operational Efficiency
- Cash Handling
- Service Prioritization
- Food Inspection
- Dining Customer Service
- Cool Under Pressure
- Specials Promotion and Upselling
- Training Junior Team Members
- Food Preparation and Safety

Education

Technical / Vocational
System Technology Institute
April 2000

Work history

FOOD SERVER – June 2018 - present
APPLEBEES GRILL AND BAR RESTAURANT
(TAZWEID AL HAMARAT CO.) – Jazan City, Saudi Arabia

- Cultivated warm relationships with regular customers.
- Explained menu items and suggested appropriate options for food allergy concerns.
- Elevated customer satisfaction through followup and enthusiastic customer service.
- Kept updated knowledge of menu and promotions, recommending specific items according to preferences and food allergies.
- Completed table resets by wiping down surfaces and refilling condiments.
- Organized and replenished supplies at food stations to optimize team performance.
- Kept register accurate through correct billing, payment processing and cash management practices.
- Conferred with cooks to produce accurate orders, verifying accuracy prior to delivery.
- Replenished food items, paper products and canned goods to keep pantry well-stocked during busy periods.

Work history

PROJECT SECRETARY - March 2015 - June 2017 ALFANAR COMPANY – Yanbu, Saudi Arabia

- Managed phone and email correspondence and handled incoming and outgoing mail and faxes.
- Assisted coworkers and staff members with special tasks on daily basis.
- Managed filing system, entered data and completed other clerical tasks.
- Built and maintained excellent customer relationships through timely response to inquiries and going above and beyond to accommodate unusual requests.
- Managed paper and electronic filing systems by routing various documents, taking messages and managing incoming and outgoing mail.
- Conducted invoicing and investigated accounts receivables discrepancies.
- Created and maintained detailed administrative processes and procedures to drive efficiency and accuracy.
- Completed forms, reports, logs and records to quickly handle all documentation for human resources.
- Maintained clean reception area to promote positive, professional environment for clients.
- Opened and properly distributed incoming mail to promote quicker response to client inquiries.
- Liaised between clients and vendors and maintained effective lines of communication.
- Created and implemented standard operating procedures for records handling.

DOCUMENT CONTROLLER AND SECRETARY – July 2010 – July 2014 JAL INTERNATIONAL CO. LTD. – Jubail, Saudi Arabia

- Carefully reviewed all documents and reports for completeness and accuracy.
- Scanned, filed and transmitted various documents and adhered to digital filing procedures.
- Provided support for document controls and worked with contract documents.
- Monitored due dates and deadlines and worked to submit all documents on time or early.
- Created project control documentation to support needs of important projects.
- Liaised with project teams, vendors and third parties on documentation flow, handover and project close-out.
- Allocated unique document numbers to internal documents and incoming external documents and tracked in database.
- Checked accuracy and completeness of documents to identify deficiencies and recommend corrective actions.
- Maintained document archive and file server of approved documents and drawings to provide easy traceability and retrievability.
- Established and managed document distribution matrix and document control register.
- Performed document reproduction, printing documents from electronic sources such as email attachments, PDF files and cloud storage.
- Prepared documents for projects in accordance with project manager, team or client specifications.

PAYROLL CLERK – January 2000 – July 2010 CM PANCHO CONSTRUCTION INC. – Quezon City, Philippines

- Administered bi-weekly staff payroll and performed special calculations for commissions, reimbursements and benefit deductions.
- Maintained payroll information by calculating, collecting and entering data.
- Processed new hire paperwork and documents.
- Verified timekeeping records and handled any discrepancies with employees.
- Responded to employee questions and requests for information in timely and knowledgeable fashion.
- Updated employee files with new details such as changes in address or salary levels.
- Maintained employee privacy and protected payroll operations by keeping all information confidential.