

# CHARVET JEMME CENIZAL

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## WORK EXPERIENCE:

### FOOD SERVICE SUPERVISOR

March 29, 2022 – Present

Carpenters Enterprises B.C INC

1567 Cedar Hill Cross Rd, Victoria BC V8P 2P30

#### Duties & Responsibilities:

- Supervise , co - ordinate and schedule the activities of staff who prepare and serve food
- Helps maintain standards for raw and finished product quality , service and speed , quality and cleanliness
- Controls labour hours and cash flow while on shift
- Helps maintain records for safety and appropriately documents performance and / or incidents in personnel files
- Completes assigned shift paperwork
- Train staff in job duties , and sanitation and safety procedures
- May participate in the hiring of crew members and assist in the development of policies , procedures and budgets

### DEPARTMENT MANAGER (Customer Experience Manager) December 1, 2019 – January 10,2022

Golden Arches Development Corporation (McDonald's Philippines)

8741 Paseo de Roxas, Makati City, Philippines

#### Duties & Responsibilities:

- Enforces and educates crews on basic people minimums and safety procedures
- Manages the development and training of co-managers
- Treats crews as customer; trains crew and delivers performance appraisals
- Maintains documentation of crew performance in personnel file
- Demonstrates and reinforces the leadership behaviors and basic people minimums
- Executes a plan, based on employee commitment measurement
- Executes the in-store portion of the crew recruitment plan and store retention plan
- Performs customer relations in the restaurant and gathers customer feedback to initiate actions for improvement
- Maintains critical standards for product quality, service speed, cleanliness and sanitation
- Models performance standards for all crew stations and maintenance
- Uses pre-shift and shift planning tools to manage and ensure a smooth shift
- Performs assigned equipment calibration
- Supports market-wide and store marketing promotions

- Assists in the implementation of new products and procedures
- Conducts Trading area survey; formulates and implements action plan
- Controls assigned P & L line items, food cost and cash
- Supervises delivery of raw products
- Conducts an energy survey and implements action plan
- Manages assigned restaurant system
- Properly executes, enforces and manages all food safety, sanitation requirements and health & safety program
- Ensures all security procedures and cash handling policies and procedures are executed properly
- Completes assigned reports and updates sales book
- Uploads attendance data in the payroll system
- Audits and verifies all cash sheets, PCV pouches and related reports, and endorses to Restaurant Manager

### **ASSISTANT DEPARTMENT MANAGER**

February 01, 2019 – November 30, 2019

Golden Arches Development Corporation (McDonald's Philippines)

8741 Paseo de Roxas, Makati City, Philippines

#### **Duties & Responsibilities:**

- Enforces and educate crew on basic people minimums and safety procedures
- Manages the development and training of crews
- Treats crews as customers; train crews and delivers performance appraisals
- Maintains documentation of crew performance in personnel file
- Demonstrates and reinforce the leadership behaviors and basic people minimums
- Executes a plan, based on employee commitment measurement
- Performs customer relations in the restaurant
- Maintains critical standards for product quality, service speed, cleanliness and sanitation
- Uses pre-shift and shift planning tools to manage and ensure a smooth shift
- Performs assigned equipment calibration
- Supports market-wide and store marketing promotions
- Assists in the implementation of new products and procedures
- Controls assigned P & L line items, food cost and cash
- Supervises delivery of raw products
- Manages assigned restaurant system
- Properly executes, enforces and manages all food safety, sanitation requirements and health & safety program
- Completes assigned reports and updates sales book
- Uploads attendance data in the payroll system
- Audits and verifies all cash sheets, PCV pouches and related reports, and endorses to Restaurant Manager

### **SECOND ASSISTANT MANAGER**

October 16, 2017- January 31, 2019

Golden Arches Development Corporation (McDonald's Philippines)

8741 Paseo de Roxas, Makati City, Philippines

#### **Duties & Responsibilities:**

- Enforces and educate crew on basic people minimums and safety procedures
- Manages the development and training of crews
- Treats crews as customers; train crews and delivers performance appraisals
- Maintains documentation of crew performance in personnel file
- Demonstrates and reinforce the leadership behaviors and basic people minimums
- Executes a plan, based on employee commitment measurement
- Performs customer relations in the restaurant
- Maintains critical standards for product quality, service speed, cleanliness and sanitation
- Uses pre-shift and shift planning tools to manage and ensure a smooth shift
- Performs assigned equipment calibration
- Supports market-wide and store marketing promotions

- Assists in the implementation of new products and procedures
- Controls assigned P & L line items, food cost and cash
- Supervises delivery of raw products
- Manages assigned restaurant system
- Properly executes, enforces and manages all food safety, sanitation requirements and health & safety program
- Completes assigned reports and updates sales book
- Uploads attendance data in the payroll system
- Audits and verifies all cash sheets, PCV pouches and related reports, and endorses to Restaurant Manager

### **MANAGER TRAINEE**

April 24, 2017- October 15, 2017

Golden Arches Development Corporation (McDonald's New Robinsons Place Manila)

Golden Arches Development Corporation (McDonald's Philippines)

8741 Paseo de Roxas, Makati City, Philippines

#### **Duties & Responsibilities:**

- Enforces and educates crews on basic people minimums and safety procedures
- Treats crew as customer; trains crew and contributes to performance appraisals
- Demonstrates and reinforces the leadership behaviors and basic people minimums
- Executes a plan, based on employee commitment measurement
- Performs customer relations in the restaurant
- Maintains critical standards for product quality, service speed, cleanliness and sanitation
- Models performance standards for all crew stations and maintenance
- Manages shifts and or areas with supervision
- Performs assigned equipment calibration
- Supports market-wide and store marketing promotions
- Assists in the implementation of new products and procedures
- Controls assigned P & L line items, food costs and cash
- Supervises delivery of raw products
- Properly executes, enforces and manages all food safety, sanitation requirements and health & safety programs
- Completes assigned reports

### **SERVICE CREW**

November 11, 2015 – April 23, 2017

Golden Arches Development Corporation (McDonald's Pedro Gil)

Golden Arches Development Corporation (McDonald's Philippines)

8741 Paseo de Roxas, Makati City, Philippines

#### **Duties & Responsibilities:**

- Strictly adheres to standard procedures in food handling and preparation to ensure quality McDonald's products at all times
- Maintains cleanliness, order and maintenance of the restaurant and its facilities
- Ensures a pleasant and friendly atmosphere in the lobby and watches out for any possible problems
- Handles customer complaints and alerts the Manager-In-Charge as necessary

- During high volume periods, should help to speed up service in his station
- Performs crew functions when the need arises

**TRAININGS AND SEMINAR:**

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|---|-------------------------|
| • Basic People Class                    | June 2017               |
| • Food Safety Class                     | October 2017            |
| • Shift Management Course               | October 2017            |
| • Advance Shift Management Course       | January 2018            |
| • Effective Management Practices Course | March 2018              |
| • Basic of Sales and Marketing          | January 2018            |
| • National Certificate II (Cookery)     | April 2016 - April 2021 |

**EDUCATION BACKGROUND:**

<b>COLLEGE</b>	June 5, 2012 - March 21,2016 BS- Hotel and Restaurant Management ACCESS Computer and Technical Colleges 1812 Claro M. Recto Avenue, cor Quezon Blvd, Manila
<b>HIGH SCHOOL</b>	May 5, 2008 - March 29,2012 Jose Abad Santos High School Numancia Street San Nicolas, Manila
<b>ELEMENTARY</b>	June 6, 2002 - March 25,2008 Manuel Luis Quezon Elementary School Perla Street Tondo, Manila

