

MICHAELA DARLENE D. MARQUEZ

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November 29, 1999 24 yrs old Cavite, Philippines



Objective

Strongly focused with the ability to complete tasks accurately in a fast-paced environment and driven to achieve the best results for customers.

Employment History

Shift Manager at McDonald's Malagasang 1-G, Imus, Cavite

November 1, 2023 – Present

- Promoted as Shift Manager on November 1, 2023.
- Passed Shift Leadership Transition Course as a Dean's List at McDonald's Training Center Manila, Philippines.
- Responsible to execute and demonstrate the Quality, Service, Cleanliness, and Values (QSC & V) of McDonald's in every crew member.
- Ensures customer satisfaction through implementing and maintaining McDonald's standards and procedures are being done by crew members.
- Frequently talks to customers to measure and improve their satisfaction with their McDonald's experience.
- Practices customer recovery process.
- Maintains critical standards for raw and finished product quality, service speed and quality, cleanliness and sanitation.
- Uses pre-shift and shift planning tools to ensure optimum QSC and assigns and/or moves crew within positions to meet volume demands. Prepares shift for changeover with next manager.
- Manages shifts and or areas with supervision and develops competencies up to advanced level.
- Properly executes, enforces, monitors, and manages all food safety and sanitation requirements and procedures, as well as health and safety program, and develops competencies up to advanced level.
- Ensures all security procedures and cash handling policies and procedures are executed properly. (cash deposits, staggered method of open/close procedures, skims, no overage/shortage, etc.)
- Controls food cost, stocks and stock levels, waste and cash while managing shifts and/or areas.
- Supervises delivery of raw products.
- Performs assigned daily, weekly, and monthly equipment calibration.
- Supports market-wide promotions to maximize sales potential.
- Supports store marketing plans to maximize sales potential with the community.
- Assists in the implementation of new products and procedures.
- Controls assigned profit and loss line items and ensures that the profit and loss target are in line on a shift basis.
- In charged to meet the goal and targets per month set by the restaurant general manager.

Manager Trainee at McDonald's Malagasang 1-G, Imus, Cavite

December 19, 2022 – October 31, 2023

- Promoted as Manager Trainee on December 19, 2022.
- Demonstrates and reinforces the leadership behaviors and basic people minimums (uniform, crew schedules, etc.) necessary to gain commitment from crew and leadership.
- Executes a plan, based on an employee commitment measurement, to increase employee's loyalty satisfaction and pride with the McDonald's experience.
- Knows, enforces, and educates crew on all appropriate personnel policies, labor laws, security and safety procedures.
- Uses basic human relations, communications, and follow up skills and treating crew people as customers.
- Contributes to performance appraisals based on defined goals and objectives for their crew in a timely manner.
- Assigned under the Customer Experience Department and responsible in expanding business segments to bring in sales.
- In-charge of monitoring McDelivery Service (MDS) and Third-Party Operators (3PO) such as Grab Food and Food Panda as part of McDelivery service.
- Responsible person to report and appeal refunds and cancelled orders from 3PO.
- Responsible person to monitor the service time to ensure the speed of service is always met.

Crew Trainer at McDonald's Malagasang 1-G, Imus, Cavite

June 14, 2022 – December 18, 2022

- Promoted as Crew Trainer on June 14, 2022.
- Trained newly hired crew member in Service area and Production area.
- Develops, shares knowledge and experience, and trains crew.
- Models performance standards for all crew stations and maintenance.
- Eyes, ears, and mouth of the management team.
- Assigned crew member with tasks appropriately during shift.
- Worked well with other crew member and followed McDonald's quality and safety guidelines.
- Worked with the guidance of the management team to achieve high quality standard by providing optimal customer service.

Service Crew at McDonald's Malagasang 1-G, Imus, Cavite

August 31, 2021 – June 13, 2022

- Assisted with food preparations prior to service.
- Trained in all stations at Service area; Front counter, Drive-thru, McDelivery service, lobby area, fries' station, and beverage and dessert.
- Trained in all stations at Production area: Batch grill, Batch fry, Initiator, Assembler, and Prepping.

Educational Attainment

- Bachelor of Science in Business Administration Major in Marketing Management at Pamantasan ng Lungsod ng Maynila
June 2018 – August 2022

- Senior High School under Accountancy, Business, and Management (ABM) strand at University of Perpetual Help System DALTA – Molino Campus
June 2016 – March 2018
- Junior High School at Gen. Emilio Aguinaldo National High School
June 2012 – March 2016
- Primary School at Mariano Ponce Elementary School
June 2005 – March 2012