

CHRISTYN MAY M.

CATALAN

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 Misamis Occidental, Clarin
7201

SKILLS

- Opening and Closing Procedures
- Disciplinary Action
- Food and Beverage Knowledge
- Regulatory Requirements
- Waste Reduction
- Safe Work Practices
- Employee Scheduling
- Staff Assessments
- Training and Development
- Restaurant Operation
- Accounts Payable and Accounts Receivable
- Shift Management
- Staffing and Sales Reporting
- Equipment Maintenance
- POS Terminal Operation
- Control Inventory Costs
- Billing and Payment Processing
- Suggestive Selling
- Fire Safety Regulations
- Supply Ordering and Management
- Mentoring

CAREER OBJECTIVE

Passionate and resourceful professional with extensive experience in the hospitality industry. Demonstrates talent for planning and executing marketing strategies, controlling costs, and developing team members. Strong organizational and interpersonal skills, with the ability to quickly adapt to a changing environment. Experienced food service management professional with a passion for exceeding customer expectations. Proven track record of streamlining operations, increasing profitability, and ensuring quality control. Committed to developing team members and establishing strong relationships with vendors to support the business. Skilled in menu planning, staff scheduling, and inventory management

EXPERIENCE

Assistant Restaurant Manager 2

September 2014 - May 2020

Freemont Foods Corporation- Jollibee, Ozamiz, Misamis Occidental

- Created an atmosphere where guests felt welcomed by providing friendly service that exceeded expectations.
- Managed a team of 45 employees, providing direction and guidance to ensure high standards of service.
- Coached staff on proper etiquette when interacting with guests in order to provide exceptional hospitality experiences.
- Handled customer inquiries, complaints and feedback in a timely manner.
- Monitored guest satisfaction through direct interaction with customers during their dining experience.
- Resolved customer complaints quickly and professionally while ensuring customer loyalty was maintained.
- Provided customers with excellent service and resolved customer complaints.
- Scheduled and directed staff in daily work assignments to maximize productivity.
- Counted money and made bank deposits.
- Tracked inventory and ordered supplies to prevent stock-outs.
- Optimized profits by controlling food, beverage and labor costs.
- Conducted monthly reviews of food costs to ensure profitability while maintaining high standards of quality.
- Assisted in implementing sales plans and controls to meet or exceed financial goals.

Service Crew Member

June 2014 - September 2014

Tekton Cooperative- Jollibee, Ozamiz, Misamis Occidental

- Developed strong working relationships with fellow team members and supervisors through effective communication and collaboration.
- Greeted customers in a friendly and professional manner, ensuring customer satisfaction.
- Maintained cleanliness of work area, including counters, tables, floors, walls, utensils, dishware and glassware throughout shift.

- Production Standards
- Food Safety
- Inventory Management Software
- Quality Control

LANGUAGES

- **English**
Intermediate
- **Chinese (Mandarin)**
Beginner
- **Filipino**
Native

- Performed opening and closing duties such as setting up dining areas and restocking supplies according to company guidelines.

Service Crew Member

January 2013 - June 2014

Freemont Foods Corporation- Jollibee, Ozamiz, Misamis Occidental

- Developed strong working relationships with fellow team members and supervisors through effective communication and collaboration.
- Greeted customers in a friendly and professional manner, ensuring customer satisfaction.
- Maintained cleanliness of work area, including counters, tables, floors, walls, utensils, dishware and glassware throughout shift.
- Placed orders into POS systems and handled cash and credit transactions.

Cross-trained in multiple positions within the store as needed.

Service Crew Member

July 2013 - December 2013

Freemont Foods Corporation- Jollibee, Ozamiz, Misamis Occidental

- Developed strong working relationships with fellow team members and supervisors through effective communication and collaboration.
- Greeted customers in a friendly and professional manner, ensuring customer satisfaction.
- Maintained cleanliness of work area, including counters, tables, floors, walls, utensils, dishware and glassware throughout shift.
- Adhered to established safety procedures when handling food items, kitchen equipment, and other materials.
- Distributed food to servers.
- Washed dishes, glassware, and silverware after meals.

EDUCATION

Bachelors of Science in Hospitality Management

La Salle University, Ozamiz City

March 2014

Relevant Coursework

- First Aid Training in Red Cross
- Basic Equipment Management
- Basic Occupational Safety and Health Training Course
- Safety Officer

AWARDS AND HONORS

- Outstanding Manager of the Month
- Presidential Awards for Performance Excellence

Gold Star Awardee

CERTIFICATION

- Driver License