DONNAVIE HARE **SANTILLANA**

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Donnavie18@yahoo.com

Experienced and enthusiastic Service Professional with 10 years of experience overseeing sales figures, leading and training staff, collaborating with other departments to achieve goals, and customer service. Well-versed in other areas of operations including promotion preparation and inventory.

EXPERIENCE

18 AUGUST 2022 - PRESENT

RESTAURANT SUPERVISOR, FRITTERS & CO PTE. LTD.

Managing a restaurant averaging to $90k cost of inventory and at least $130k sales per month.
Leads a team – Service and Kitchen.
Hands on in Stock take activity.
Duty Manager – creating a positive environment for both employees and customers.
Cash Manager – responsible for the Store Cash Funds and other items with monetary value, customer refunds transactions.
Provided weekly work schedules to employees to accommodate business demands and vacation requests.

03 OCTOBER 2019 – 17 AUGUST 2022

RESTAURANT SUPERVISOR, INNOVATE ONE F&B PTE. LTD. SINGAPORE

Managing a restaurant averaging to $70k cost of inventory and at least $100k sales per month.
Leads a team – Service and Kitchen.
Hands on in Stock take activity.
Duty Manager – creating a positive environment for both employees and customers.
Cash Manager – responsible for the Store Cash Funds and other items with monetary value, customer refunds transactions.
Provided weekly work schedules to employees to accommodate business demands and vacation requests.

09 JUNE 2018 – 22 JULY 2019

ADMIN CLERK, T.S WOODTECH AND COCO LUMBER, PHILIPPINES

Performed general office duties, including answering multi-line phones, routing telephone calls or messages to appropriate staff and greeting visitors.
Managed office inventory by restocking supplies and placing purchase orders to maintain adequate stock levels.
Interacted with vendors, contractors and professional services personnel to receive orders, direct activities and communicate instructions.
Prepared packages for shipment, pickup and courier services for prompt delivery to customers

19 JANUARY – 31 MARCH 2019

SENION FOOD AND BEVERAGE ASSOCIATE, DULUKALA AT ISLAND, SINGAPORE

Submitted reports to senior management
Coached team on effective upselling and cross-selling methods
Trained team members in successful strategies to meet operational and sales targets
Managed inventory control processes to restore back stock, control costs and maintain sales floor levels to meet customer needs
Handled customer service by dealing with complaints, organizing stock and answering customer questions.

12 J**ULY 2012 – 03 NOVEMBER 2014**

CASHIER/FOOD AND BEVERAGE ATTENDANT, BIGBEN STEAK AND GRILL HOUSE, PHILIPPINES

Performed complete opening, closing and shift change duties to keep restaurant working efficiently and teams ready to meet customer needs.
Collected credit card, cash and gift certificate payments from customers and made proper change for cash transactions.
Resolved guest and employee complaints to maintain complete customer satisfaction and workforce effectiveness.
Maintained customer satisfaction with timely table check-ins to assess drink or other needs
Stayed up to date on menu changes to offer current and accurate information, answer questions and help customer's select optimal meal choices based on individual preferences.
Greeted new customers, discussed specials, took drink orders and built immediate positive connections with guests
Trained incoming staff on restaurant's practices, culture and procedures to maximize job satisfaction and productivity.

EDUCATION

MARCH 2012

BACHELOR OF SCIENCE IN HOTEL AND RESTAURANT MANAGEMENT, GOLDENSTATE COLLEGE

AREAS OF EXPRTISE

- Excellent interpersonal and communication skills
- Fast learner, adaptable, hardworking, and highly initiative and is able to work in dynamic, fast-paced and performance driven environment.
- Able to work under pressure without supervision and maintain positive attitude.
- Able to do multi- tasking without any difficulty.
- Willing to perform overtime and rotating shift schedule.
- Full commitment to work.

- Positive and determined and able to take on challenging and innovative areas of responsibilities.

PERSONAL DETAILS

Date of Birth:	04 March 1991	Gender:	Female
Citizenship:	Filipino (Philippines)	Civil Status:	Married

REFERENCES

Available upon request