



PROFILE

Store Manager with 11 years of experience seeking to join a company where my skills in customer service, employee feedback and employee training will be used to exceed customer expectations, drive revenues and uphold the integrity of a well-established company.

CONTACT/PERSONAL INFO

PHONE:
+965 69663954

LINKEDIN:
www.linkedin.com/in/ernesto-maquirang

EMAIL:
ernest.maquirang@gmail.com

BIRTHDAY:
April 18, 1983

ACTIVITIES AND INTERESTS

Basketball
Billiards
Travel
Great food

ERNESTO E. MAQUIRANG

WORK EXPERIENCE

Store Manager
Agthia Company (Burger IN Restaurant)
2023 August – Present

Supervised store staff. Improved staff performance through training. Handling customer complaint in a professional courteous manner. Inventory and order store supplies.

Store Manager
Tabco Food International Catering (Elevation Burger)
September 2014- July 2023

- Manage the daily operations of the restaurant, including scheduling shifts, assigning tasks, and monitoring inventory levels, ensure that the COGS target will not exceed.
- Analyze financial data to identify trends and opportunities for cost savings. Keep detailed records of daily, weekly and monthly costs and revenues
- Solicit guest feedback to understand the needs and wants of guests.
- Handle Complaints / Customer Recovery
- Effectively delegate jobs and responsibilities to restaurant supervisors
- Managing the restaurant operation to meet or exceed standards in fast, quality, safety, and cleanliness.
- Lead and motivate a team of employees to ensure customer satisfaction, quality product delivery, and operational excellence.
- Conduct performance review to the team twice a year & Managed monthly reports. Monitor employee performance and provide feedback on areas for improvement.

Shift Manager

Taco Bell

September 2011-August 2014

- Maintaining a fully-stocked inventory and ordering food supplies, as needed
- Delegate tasks to restaurant staff and supervise their performance, assist if needed.
- Delegating tasks to restaurant staff and supervising their performance
- Monitor compliance with safety and hygiene regulations
- Balance the cash register at the end of the shift
- Coordinate with suppliers as they deliver food product orders
- Ensure client satisfaction and gracefully handle any complaints
- Open or close the restaurant (when responsible for the first or last shift)
- Inform the next Shift Manager about pending tasks
- Report maintenance and training needs
- Supervised store staff. Monitor food preparations. Managed inventory for all shift and ordered supplies. Keep dining area clean with effective oversight and crew assignments.

EDUCATION

University of the East- Philippines

2006

Bachelor of Science in Business Administration

KEY SKILLS AND CHARACTERISTICS

- Skilled in food preparation of Burger concept, In house sauces preparations and salads.
- Skilled in major relevant computer applications like MS Word, MS Excel.
- Well versed in oral and written English and Filipino.
- Multi-tasking
- Communication skills
- Decision making
- Motivational skills
- Efficient customer service
- Time management
- Staff training and coaching
- Quality assurance
- Attention to Details

Trainings & Seminars Attended

Training Center/Seminar Provider: Dasman Diabetes Institute, Clinical Center

Duration: March 27, 2022

Address: Kuwait City, Kuwait

Title: First Aid Training

Training Center/Seminar Provider: KTECH Campus

Duration: September 20 -23, 2022

Address: Kuwait City, Kuwait

Title: MS Training Program

Training Center/Seminar Provider: Dasman Diabetes Institute, Clinical Center

Duration: October 10, 2022

Address: Kuwait City, Kuwait

Title: Fire Extinguisher Training

Character Reference:

Name: Romano Joson

Position: Area Manager

Company: Elevation Burger - Tabco International Food Catering

Address: Kuwait City, Kuwait

Contact No: +96550703701

Name: Fayaz Ahmed

Position: Director of F&B

Company: East Company

Address: Kuwait City, Kuwait

Contact No: +96594033141

Name: Mohammed Jawede

Position: Area Manager

Company: Aghthia Company

Address: Kuwait City, Kuwait

Contact No: +96566584857