

FERDINAND JOSEPH ROC

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CAREER SUMMARY

Hardworking food and beverage server with over 6 years of experience in different kind of restaurants and bar. A proactive customer service expert who has a strong ability to work efficiently in busy hours. Known for creating an atmosphere of enjoyment for customers by providing them with the highest quality of service at all times.

WORK EXPERIENCE

Food and Beverage Server

Royal Carribean Cruises LTD - 1050 Carribean Way, Miami, Florida

April 2018 to Present

- Greet patrons, present menus, make recommendations and answer questions food and beverages.
- Take orders and relay to kitchen and bar staff.
- Recommend wines that complement patrons' meals.
- Serve food and beverages.
- Prepare and serve specialty foods at patrons' tables.
- Present bill to patrons and accept payment.

Bar Attendant

Holiday Inn & Suites - Glorietta Mall, Palm Dr, Ayala Center, Makati, Metro Manila, Philippines

October 2017 to December 2017

- Take beverage orders from serving staff or directly from patrons.
- Mix liquor, soft drinks, water and other ingredients to prepare cocktails and other drinks.
- Prepare mixed drinks, wine, draft or bottled beer and non-alcoholic beverages for food and beverage servers or serve directly to patrons.
- Collect payment for beverages and record sales.
- Maintain inventory and control of bar stock and order supplies.
- Clean bar area and wash glassware.

Bar Attendant

Seda BGC - 30th Street corner 11th Avenue, Lane P, Taguig City, Philippines

May 2017 to July 2017

- Provides the highest standard of quality and attention to detail through all phases of service to ensure an impeccable dining experience for every guest.
- Well versed in handling guests' queries in a quick, friendly and efficient manner.
- Able to anticipate guests needs while ensuring that service is provided beyond expectations. Prepared and served orders to guests and accurately present bills to guests.
- Bussed tables, separated dishes, glasses or in counter and ran them through dishwasher to ensure overall cleanliness and sanitation of the bar area.
- Maintained cleanliness of workstation, condiment bar tidy and fully stocked.

Restaurant Counter Attendant

Discovery Primea - 6749 Ayala Ave, Makati, Metro Manila, Philippines

January 2017 to April 2017

- Take customers' orders.
- Portion, assemble, and wrap food or place it directly on plates for service to patrons, and package take-out food.
- Use equipment to prepare hot beverages such as coffee and tea specialties.
- May receive payment for food items purchased.
- Wash work tables, cupboards and appliances.
- Sweep and mop floors, and perform other duties to assist cook and kitchen staff.
- Remove dishes before and after courses.
- Perform other duties such as scraping and stacking dishes, carrying linen to and from laundry area and running errands.

Secretary/ Document Clerk

Arriyadh Development Authority - Riyadh, Ar Riyad, Saudi Arabia

January 2013 to May 2016

- Prepare correspondence, reports, statements, forms, presentations, applications and other documents.
- Scan, sort and file documents according to established guidelines.
- Locate, retrieve, or make copies of documents from files as requested and maintain records of filed and removed materials.
- Track documents removed from files to ensure that loan out documents is returned.
- Open and distribute incoming regular and electronic mail and other material and coordinate the flow of information internally and with other departments and organizations.
- Answer telephone and electronic inquiries and relay telephone calls and messages.
- Set up and maintain manual and computerized information filing systems.
- May compile data, statistics and other information to support research activities.

Liaison Officer

Brilliant Seas Shipping Corporation – 1104 Pearl of the Orient Tower, 1204 Roxas Blvd., Ermita, Philippines

October 2008 to December 2012

- Oversee and coordinate office administrative procedures and review, evaluate and implement new procedures.
- Establish work priorities, delegate work to office support staff, and ensure deadlines are met and procedures are followed.
- Administer policies and procedures related to the release of records in processing requests under government access to information and privacy legislation.
- Assemble data and prepare periodic and special reports, manuals and correspondence.
- May supervise records management technicians and related staff.

EDUCATION

Vocational Course in Food and Beverage Services

Magsaysay Center for Hospitality & Culinary Arts- Makati

July 2016 to March 2017

Associate in Junior Tourism Management

Air Link International Aviation College- Pasay

June 2005 to April 2006

Bachelor's in Physical Therapy

San Juan de Dios Educational Foundation Inc- Pasay

June 2003 to April 2005

SKILLS

- Communication skills
- Leadership skills
- MS Office skills
- Organizational skills
- Customer Service skills
- Professional skills
- Sales skills
- Marketing skills
- Driving skills
- Beverage orders
- Cash handling
- Food handling
- Customer satisfaction
- Guest satisfaction
- POS systems
- Alcoholic beverages
- Cleanliness

CERTIFICATION AND LICENSES

- Driving License
- Basic Safety Training
- Food and Beverage Services
- ServSafe Alcohol

CHARACTER REFERENCE

Available upon request.