

MR. JACOB P. ALVERO

#- 163 Rizal St., Tuy, Batangas 4214

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CAREER OBJECTIVE:

To utilize my attained holder of Bachelor Degree Level of education and experience more meaningful work towards achieving the future demands of the business organization. Bring strong hospitality and customer service skills to achieve the highest level of satisfaction. Seek to diversify my skills in your industry by serving your clients with a commitment and within the ethics of my profession.

EDUCATION BACKGROUND:

- Tertiary:** **Bachelor of Science in Hotel and Restaurant Management**
STI College Balayan Ped Plaza Business Centre, Ermita Street,
Balayan, Batangas, Philippines 4213
- Secondary:** **Blessed Christ Child Montessori Foundation, 2007-2010**
Bagong Daan, Balayan, 4213 Batangas, Philippines 4213
- Primary:** **Our Lady of Miracles Learning Center, 2002 -2007**
Immaculate Concepcion Village Project, Balayan, Batangas,
Philippines 4213

NATIONAL CERTIFICATE(s):

- **MICAH - Magsaysay Center for Hospitality & Culinary Arts**
August 2019 – March 14, 2020
- **National Certification II in Food and Beverage Services**
September 29, 2017
- **National Certification II in II Housekeeping Services**
September 2, 2017
- **Fire and Earthquake Seminar Drill 2017**
September 13, 2017

- **Pamana Skills Training Center Inc. Certificate of Training in Housekeeping**
September 16, 2017
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PERSONAL BACKGROUND:

Age: 29

Gender: Male

Civil Status: Married

Height: 5'7

Weight: 68 kg.

Birthday: July 19, 1994

Nationality: Filipino

Languages: English, Filipino-Tagalog

Qualities: Hardworking, Fast learner, Can work with less supervision and under pressure,
Multitask worker, Globally Competitive

SEMINAR(s) & EXTRA CURRICULAR ACTIVITIES ATTENDED:

- **Hotel Orientation Program**
Lima Park Hotel, Lima Technology Center, Malvar, Batangas, Philippines
October 9, 2013
- **Basic Hotel Operations Seminar**
Shercon Resort, Mataas na Kahoy, Batangas City, Philippines
October 26, 2014
- **Modern World of Hotel Industry New Trends and Image Seminar**
STI College Balayan, Balayan, Batangas, Philippines 4213
March 24, 2015
- **“The Beverage Master” Flaming World of Spirits and Mixology**
STI College Balayan, Balayan, Batangas, Philippines 4213
March 24, 2015
- **Front Office Management Seminar**
Lancaster Hotel, Mandaluyong City, Philippines
October 26, 2015
- **Itinerary Planning Seminar**
Hotel Supreme Convention Plaza, Baguio City, Philippines
March 22, 2016
- **Philippine and World Tourism Seminar**
Hotel EuroAsia, Angeles, Pampanga, Philippines
October 25, 2016

- **The Modern World of Hospitality Industry and Career Opportunity in Tourism Industry Seminar**
Subic Bay Peninsular Hotel, SBMA, Philippines
October 28, 2016
 - **International and Domestic Ecotourism Seminar**
Bicol Region, Legazpi, Albay, Philippines
October 19-22, 2017
 - **Industry Trends in Tourism and Hospitality Management**
Villa Escudero, Km. 91 Tiaong Quezon, Philippines
October 25, 2017
 - **“Social Media and Me” 19th National Youth Convention**
Aliw Theater, Pasay City, Philippines
February 5, 2013
 - **Future International Hospitality Management Society (FIHMS)**
Member 2014-2017
STI College Balayan, Batangas, Philippines 4213
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ON-THE-JOB TRAINING(s):

- **Hotel Casa Ilustre Inc.**
Lanatan, Balayan, Batangas, Philippines 4213
Position: Front Office Receptionist
- **Naimas - A Taste of Home Restaurant**
SM Light Mall, Edsa Corner Madison Street, Buayang Bato,
Mandaluyong City, Philippines
Position: Food and Beverage Department
- **Espineli Lodging Hostel**
Immaculate Concepcion Village, Balayan, Batangas, Philippines 4213
Position: Housekeeping Department

EMPLOYMENT HISTORY:

- **TEA CO LOCCO Tuy**
Rizal St., Tuy, Batangas
November 14, 2020, up to present
Position: Owner

Responsibilities and Duties:

1. Training new and current employees, Appraising staff performance and providing feedback.
2. Maximizing customer satisfaction and responding to customer complaints
3. Tracking employee work hours and recording payroll data, Creating schedules
4. Managing daily front- and back-of-house restaurant operations
5. Ensuring all cash outs are completed correctly at the end of the day
6. Maintaining safety and food quality standards. Reviewing product quality and researching new vendors
7. Managing inventory, controlling operational costs, and finding ways to reduce waste.

- **LOCCO FOOD HUB**
Rizal St., Tuy, Batangas
February 13, 2021, up to present
Position: Pioneer Manager / Part-Owner

Responsibilities and Duties:

1. Training new employees and providing them with on-the-job training to ensure that they are able to perform their jobs safely and efficiently.
2. Reviewing financial statements and sales reports to monitor business performance and make adjustments where necessary.
3. Maintaining an inventory of food items to ensure that there is always enough for customers to purchase without running out.
4. Scheduling staff members' shifts and making sure that they are aware of their schedules.
5. Supervising employees' work performance and addressing performance issues as they arise.
6. Training employees in food preparation techniques, including cooking methods and food safety practices.
7. Overseeing the restaurant's operation, including hiring and firing staff members and maintaining inventory levels of supplies.
8. Providing customer service by greeting patrons, seating them in booths or at tables, and serving food and beverages.

- **MANILA HOUSE PRIVATE CLUB**

8th flr. Seven/Neo Bldg., 5th Ave BGC 1634, Taguig City

August 2019 – March 14, 2020

Position: MICAH VIP Waiter

Responsibilities and Duties:

1. Provide excellent customer service.
2. Always strive towards best customer satisfaction.
3. Greet customers and present menus.
4. Make suggestions based on their preferences.
5. Take and serve F&B orders.
6. Up-sell when appropriate.
7. Arrange table settings.

- **URBANI Truffle Bar & Restaurant Bangkok (Italian Fine Dining Restaurant)**

Sathorn Square, 39 floor, 98 North, Sathorn Rd, Silom, Bang Rak, BKK 10500

February 1 – August 2019

Position: Pioneer Bar Manager

Responsibilities and Duties:

1. Managing the business aspects of the bar, such as keeping a current liquor license, negotiating supplier contracts, taking inventory, and reordering supplies, managing budgets, and setting goals.
2. Hiring and training staff to provide excellent service to patrons.
3. Creating effective schedules and quickly resolving conflicts to ensure that the bar is well staffed during peak hours.
4. Setting and enforcing quality and safety controls.
5. Ensuring licenses are updated and in line with current legislation.
6. Working with diverse personalities both on the staff and patrons.
7. Planning and taking part in promotional events.

- **PARIS BANGKOK (French Restaurant & Bistro)**

43 Naradhiwas Rajanagarindra 7 Alley, Khwaeng Thung Maha Mek,
Khet Sathon, Krung Thep Maha Nakhon 10120

July 1 – October 31, 2018

Position: Pioneer Team Project Trainer

Responsibilities and Duties:

1. Resolving customer complaints in a professional manner.
2. Managing restaurant staff's work schedules.
3. Conducting regular inspections of the restaurant kitchen to determine whether proper standards of hygiene and sanitation are maintained.

4. Overseeing food preparation, presentation, and storage to ensure compliance with food health and safety regulations.
 5. Checking in on dining customers to enquire about food quality and service.
 6. Monitoring inventory and ensuring that all food supplies and other restaurant essentials are adequately stocked.
 7. Monitoring the restaurant's cash flow and settling outstanding bills.
 8. Reviewing customer surveys to develop and implement ways to improve customer service.
- **Zanzibar Bar and Restaurant**
11 Sukhumvit Road, Khlong Toei Nuea, Watthana, Bangkok 10110
From: July 19 to January 31, 2017
Position: Captain - Food and Beverage Department

Responsibilities and Duties:

1. Has a good knowledge of menu and presentation standards.
 2. Speak with guests and staff using clear and professional language, and answer phone calls using appropriate telephone etiquette.
 3. Able to answer any questions regarding menu and assist with menu selections.
 4. Able to anticipate any unexpected guest need and react promptly and tactfully.
 5. Always applies service techniques correctly at all times and serves F&B items with enthusiasm.
 6. Record transaction in Point of Sales systems at the time of order.
 7. Communicate with the kitchen regarding any menu questions, the length of wait and product availability.
 8. Communicate additional meal requirements, allergies, dietary needs, and special request to the kitchen.
- **Howard Square Boutique Hotel**
Charoenraj Road, Bangkhlo, Bangkorleam, Bangkok 10120
From: July 19 to January 31, 2017
Position: Front Office Receptionist, Reservation Officer Department

Responsibilities and Duties:

1. Checking guests in and out. Assigning rooms to guests and informing them of any specials offered by the hotel.
2. Receiving and managing reservations made online and telephonically.
3. Verifying guests' payment methods during check-in.
4. Organizing transport services for guests at their request.
5. Providing guests with information about the hotel.
6. Keeping abreast of attractions that may be of interest to guests.
7. Serving as a host at conferences, and ensuring that all relevant preparations are made for the event.

- **PAMANA Skills Training Center Inc.**

Dr. Galicano Apacible St., Brgy. 3 Balayan, Batangas, Philippines 4213

May 1- October 28, 2016, End of Contract

Position: Head Office Staff, Teacher

- **Diaz Notary Public Law Office**

Lealtad, Balayan, Batangas, Philippines 4213

June 1, 2011- October 28, 2016

Position: Office Support Staff

CHARACTER REFERENCE(s):

- **Ms. Mara Lizette B. Cabral**
Intercontinental Hotel Group
Customer Reservation Team Manager
- **Mr. Franz Justin Espineli**
Espineli Lodging Hostel
Owner
- **Ms. Maricora M. Maningat**
Philippine Business Bank
Manager

I hereby certify that the above information is true and correct to the best of my knowledge and ability.



MR. JACOB P. ALVERO

Applicant