

Jamaica Ballares Onate

E-Mail: jamaicaonate95@gmail.com, Mobile: +971502344804

Address: Dubai, United Arab Emirates



Assistant Manager

Solid track record of running food outlet successfully and identifying target customers to an active supervision of every part of the Customer Services Operations

PROFESSIONAL SYNOPSIS

- Service Manager with proven success leading start-up, turnaround and high-growth operations; and strengths in building cohesive, top performing and customer-centric teams.
- High-energy professional with a history of achieving record-setting revenue gains.
- Earned repeated promotions, managing outlets, functions and teams within Fast Food Outlets of **Mc Donald's**,
- Successfully managed operations, budget; safety compliance and the recruitment and performance
- Multi-tasking abilities that help them coordinating different sections in the restaurant
- Inventiveness in introducing new ideas that would increase the business
- Thorough insights in overseeing stock levels and ordering supplies

Skill Set Includes

- Operations Management
- Stock Management
- Customer Satisfaction
- Quality Management
- Guest Satisfaction
- SOP Development
- Training
- Cost Control
- Cabin Crew Operations
- Team Management

PROFESSIONAL EXPERIENCE

- Assistant Manager Panda Chinese Restaurant UAE from April 2021 till date
- Assistant Manager (Management Trainee) McDonald's UAE from August 2018 to August 2020

Company Website: www.chinesepalacegroup.com

Company Website: www.mcdonalds.com

Key Result Areas ↵ Responsible for

- Supervising crew and maintaining the highest standard in quality, service and cleanliness with a constant focus on profitability.
- Coordinating staff training with crew trainers.
- Conducting weekly inventories.
- Controlling payroll to meet company labor cost standards.
- Conducting crew meeting as needed to discuss operations procedure and promotions.
- Supporting management team and general manager in their optional decision.
- Maintaining reports and records based on company standards and in full compliance with a state and federal regulations.
- Assuming responsibility for cash for all shifts, including bank deposits and ensuring that all cash procedures properly adhered to maintaining professional appearance and demeanor at all times.
- Ensuring that all sanitation, safety and security policies are procedures are observed and enforced.
- Performing other task as directed by management

EDUCATION DETAILS

↵ Bachelor of science in hotel and restaurant management

Professional Trainings Attended

- ↵ Basic Computer (MS Office, E-mail Internet)
- ↵ Shift management Excellence (SMX)

REFERENCE AVAILABLE ON REQUEST