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## **OBJECTIVE:**

To explore my knowledge and obtain a challenging role wherein I will be given an opportunity to utilize and put in effective use of my skills and experiences not only for the purpose of my own career development but mainly to contribute towards the organization's progress.

## **WORK EXPERIENCES:**

**2138154 ALBERTA INC. O/A TACOTIME**  
OCTOBER 2022 - DECEMBER 2023

**FOOD SERVICE SUPERVISOR**

**EDMONTON, ALBERTA**  
**CANADA**

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### **JOB RESPONSIBILITIES:**

- Supervise and coordinate activities of staff who prepare and portion food.
- Estimate and order ingredients and supplies.
- Ensure food service and quality control.
- Maintain records of stocks, repairs, sales, and wastages.
- Prepare and submit a sales report.
- Supervise and check the delivery of food.
- Establish methods to meet work schedules. Train staff in job duties, sanitation, and safety procedures.
- Address customer complaints and concerns.

**CARIBOU COFFEE (AL SAYER FRANCHISE)**  
MAY 2009 - AUGUST 2022

**STORE MANAGER**

**SALMIYA, KUWAIT**

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### **JOB RESPONSIBILITIES:**

- Manage in the daily operation of the store, ensuring maximum guest satisfaction and consistency with established standards.
- Supervises and coordinates activities of workers engaged to customers
- Overall responsible for Store performance.
- Welcome guests and ensure they are always welcomed in a warm and friendly manner to establish and maintain good customer relations.
- Efficiently managing the outlet according to the established operating standards with an objective to achieve maximum guests' satisfaction.
- Assign responsibility to subordinates and check their performance.
- Responsible for training the new team in the stores.

**ASIAN TOUCH INTERNATIONAL INSTITUTE**  
2007-2008

**TRAINER**

**PHILIPPINES**

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### **JOB RESPONSIBILITIES:**

- Teaching a vocational course/skills based on the curriculum.

**GLORIA JEANS COFFEE**  
2005-2007

**SHIFT – SUPERVISOR /**  
**TRAINER**

**PHILIPPINES**

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### **JOB RESPONSIBILITIES:**

- Weekly/daily analysis of commercial reports and implementation of action plans wh.
- Ensure individual and store compliance with all company regulations and procedures.
- Implement store Plano grams, visual enhancement and stock availability management.
- Recommend brand feedback, customer requests, and in-store promotions.
- Drive highest possible standards of in-store visual impact.
- Apply and maintain guidelines and standards for visual presentation and store appearance.
- Implementation of stock loss controls, recommend areas of focus and changes in processes used within the store.
- Promote the highest standards of in store training including weekly communication, daily de-briefs, product knowledge and on the job coaching.
- Promote a positive learning environment within the store.
- Ensure the store is fully compliant with all required administrative procedures according to company guidelines.

## **TRAINING AND SEMINARS**

In Store Learning Coach Class  
 Barista Training  
 Shift Supervisor Class  
 Management Training Class  
 Food Safety

## **KNOWLEDGE AND SKILLS**

Computer Literate  
 Knowledgeable on office Work

## **LANGUAGES:**

Tagalog, English, and Basic Arabic

## **EDUCATIONAL BACKGROUND:**

College:	1998 – 2002	PMI Colleges (Bachelor of Science Customs Administration)
Secondary:	1994 – 1998	Judge Juan Luna High School
Primary:	1989 – 1994	Morning Breeze Elementary School

REFERENCES AND DOCUMENTS AVAILABLE UPON REQUEST