

# JENNYLYN POLANCOS CENIZA

+15197026713

cacharelceline@gmail.com

1 Miller Drive 37 Apartment Lucan Ontario N0M2J0

## PROFESSIONAL SUMMARY

---

- Thorough, results-oriented Restaurant Supervisor with more than 3 years of experience in the food service industry. Demonstrated success in managing teams, creating efficient systems, and providing excellent customer service.
- Experienced Flight Attendant with a passion for customer service and safety and more than three years of cabin crew experience. Focused on creating exceptional passenger experiences with a proven record of high customer satisfaction. Up-to-date knowledge of safety practices and aircraft

## WORK EXPERIENCE

### FOOD SERVICE SUPERVISOR

November 2022 - Present

Tim Hortons

Lucan, Ontario

- Supervise and coordinate activities of staff who prepare and portion food.
- Establish methods to meet work schedules.
- Train staff in job duties, sanitation and safety procedures.
- Ensure food service and quality control.
- Address customers' complaints or concerns.
- Maintain records of stock, repairs, sales and wastage.
- Prepare and submit reports.

### CABIN CREW

May 2014 – November 2022

Emirates Airlines

Emirates Group Headquarter

Dubai, United Arab Emirates

- Carried out pre-flight duties, including checking the safety equipment, ensuring the aircraft is clean and tidy, ensuring that information in the seat pockets is up to date and that all meals and stock are on board;
- Welcomed passengers on board and directing them to their seats;
- Informed passengers of the aircraft safety procedures and ensuring that all hand luggage is securely stored away;
- Checked all passenger seat belts and galleys are secure prior to take-off;
- Made announcements on behalf of the pilot and answering passenger questions during the flight;
- Served meals and refreshments to passengers;
- Sold duty-free goods and advising passengers of any allowance restrictions in force at their destination;
- Reassured passengers and ensuring that they follow safety procedures correctly in emergency situations;
- Ensured passengers disembark safely at the end of a flight and checking that there is no luggage left in the overhead lockers;
- Completed paperwork, including writing a flight report.

## **RESTAURANT SUPERVISOR**

March 2012 - April 2014

Carluccios Italian Restaurant Landmark Group of Companies  
Dubai, United Arab Emirates

- Coordinated daily restaurant management operation.
- Delivered superior food and beverage service and maximizing customer satisfaction
- Discussed menu items, preparation and ingredients as needed or as described.
- Controlled operational cost and identified measures to cut waste.
- Created detailed reports on weekly, monthly and annual revenues and expenses.
- Responded efficiently and accurately to restaurant customer complaints.
- Performed side work and stock service areas with supplies as needed.
- Organized and supervised shifts.
- Assisted other Wait-Staff with various tasks in case they need additional personnel.
- Competent with computerized register systems and have good cash handling skills.

## **RESTAURANT SUPERVISOR**

November 2010 - March 2012

Wild Ginger Restaurant Landmark Group of Companies  
Dubai, United Arab Emirates

- Greeted patrons once they are seated
- Provided excellent service
- Directed and supervised staff members engaged in daily operations.
- Explained menu items to customers
- Answered questions from patrons about food and beverages
- Shared information with customers about the status of their orders
- Resolved guest concerns and complaints in order to maintain a positive atmosphere.
- Found out if customers need additional items
- Verified that customers are satisfied with their order

## **CUSTOMER SERVICE ASSISTANT**

January 2009 - November 2010

Cebu Pacific Airlines

- Ensured customer satisfaction during pre-boarding.
- Assisted at the checked in counter and arrival date.

## **EDUCATION**

### **Bachelor of Science in Nursing**

March 2007

Dr. Olivarez College School of Medicine  
Parañaque City

## **SKILLS**

- Food safety and health code compliance.
- First Aid Skills.
- Workflow management.
- Staff performance reviews.
- Team leadership.
- Very detail oriented and thorough
- Professionalism and strong work ethic
- Dedicated to providing the highest level of service to customers
- Excellent computer software skills
- Exceptional negotiation and problem solving skills
- Very strong ability to motivate a team to excel