

JOSHUA M. ARCILLA

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Umm Hurair 1 ,(Dubai) United Arab Emirates

FOOD COUNTER ATTENDANT

Dependable and friendly food counter attendant with over 5 years of experience in the Hospitality Industry. Proven track record of exceeding aggressive performance metrics within highly visible restaurants. Talented at delivering exceptional guest experiences through excellent communication skills, thorough preparation, and an eye for the details that others overlook.

SKILLS

Client focus
Efficient interpersonal skills
Excellent oral communication

Flexibility
Initiative
Reliability

Team player
Work under pressure
Repetitive task

PROFESSIONAL EXPERIENCE

Cafe Oro Oro24 Real Estate Development

Oct 2021- Nov 2023

Barista

United Arab Emirates

- Greet patrons, present menus, make recommendations and answer questions regarding food and beverages
- Describe menu items including daily specials for customers
- Operated espresso machines and commercial coffee brewers to create beverages.
- Maintained and operated espresso machines, blenders, commercial coffee brewers, coffee pots, and other equipment.
- Used POS system to accurately enter orders and process payments.
- Sanitized equipment and wiped down counters and tables to prevent spread of germs.
- Prevented infections and maintained store professionalism by cleaning and sanitizing work areas daily.

Krave Restaurant

Nov 2020 - Sept 2021

Barista / Bowl Maker

United Arab Emirates

- Take customers' orders
- Keep records of the quantities of food used
- Describe menu items including daily specials for customers
- Present bills to customers and accept payment in cash, credit or debit cards, travellers cheques or room billings
- Prepare and serve specialty food at customers' tables
- Clean and sanitize kitchen including work surfaces, cupboards, storage areas, appliances and equipment

Papa John's Pizza

August 2018- Sept 2020

Store Incharge / BOH / FOH

United Arab Emirates

- Supervise and co-ordinate activities of staff who prepare and portion food
- Handled customer complaints professionally to prevent negative reviews or loss of business.
- Operated cash register for cash, check, and credit card transactions with excellent accuracy levels.
- Maintain records of stock, repairs, sales and wastage
- Establish work schedules
- Train staff in job duties, sanitation and safety procedures

EDUCATION

University of the East (MNL)

Bachelor of Science in Hotel and Restaurant Management

TRAINING'S AND CERTIFICATE

- *Certified In Barista Basic - Filipino Institute Dubai July 19, 2019
- *Certified In Bartending Basic - Filipino Institute Dubai February 22, 2019
 - 1St Honor In Basic Bartending
 - Best In Cocktail
- *Certified In Basic Food Hygiene Training Course - Pulseberry March 7, 2020