

# **KRISTHER ME PASILAN MONTALES**

BRGY. MAILUM, PRK. EDC  
BAGO CITY, NEGROS OCCIDENTAL  
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## **PROFESSIONAL SUMMARY**

Highly motivated and proactive professional with over 5 year's experience in Hotel and Restaurant management industry seeking a challenging and responsible position in an establishment or organization which will require to utilize my organizational skills and knowledge in services to ensure customer satisfaction by achieving delivery of service quality norms through interaction with clients, prompt handling of guest requests, and complaint resolution.

## **PROFESSIONAL SKILLS**

- Customer Service
- Ability to Multitask
- Adaptability
- Effective Time Management
- Leadership Skills
- Communication Skills
- Strong Organizational Skills
- Teamwork
- Language/s: English,Tagalog/Filipino

## **PROFESSIONAL EXPERIENCE**

**NAPATAGAN MOUNTAINVIEW CAFÉ-BRGY.MAILUM, BAGO CITY,  
NEGROS OCCIDENTAL, PHILIPPINES - Jan 2020-present**

**Co-owner/Manager**

- Managing finances, including budgeting, financial planning, and revenue forecasting
- Creating and implementing business strategies to achieve growth and profitability
- Hiring, training, and managing employees, including front-of-house staff, chefs, and kitchen staff
- Managing inventory and supplies, from ordering to tracking and adjusting stock levels
- Ensuring compliance with health and safety regulations and food quality

**TWO ELK SKI RESORT  
VAIL, COLORADO**

**Kitchen Staff|1300 N FRONTAGE RD W, VAIL, CO, 81657**

Nov 2018 - April 2019

- Pantry/Cold Kitchen/Hot Kitchen:
- Prepares cold products like salads, cheese boards and sandwiches.
- Cooking, cutting and plating various dishes, prepared meats, caviar or fruit.

- Take care of all physical aspects of cold and hot kitchen operation,
- Prepares hot kitchen products like soup, main courses and others

**HIGH HAMPTON INN AND COUNTRY CLUB (BENCHMARK Company)**

**Kitchen Staff |1525 Hwy 107 S. Cashiers, North Carolina 28717**

**April 2018 – Nov 2018**

Pastry:

- Assist Pastry Chef in pastry preparation, production and presentation activities.
- Report to Pastry Chef about kitchen and storage equipment repairs, maintenances and malfunctions.
- Record food spoilage and report to Chefs.
- Manage pastry station for optimum production and quality.
- Ensure kitchen equipment and supplies are maintained clean and sanitized.
- Interact with guests, get their feedback and record their complaints.

**BACOLOD PRIME FOOD CORPORATION (MANG INASAL)**

**Assistant Restaurant Manager |22nd Street BS Aquino Drive, Barangay 5, Bacolod City, Negros Occidental|Philippines**

**March 2016 – March 2018**

- Crew Training Manager from March 2017 to March 2018
- Product Quality Manager from March 2017 to March 2018
- Service Quality Manager from May 2016 to March 2017
- Sales and Marketing Manager from May 2016 to March 2017
- Cash Control Manager from May 2016 to March 2017

**ADVENTIST DEVELOPMENT AND RELIEF AGENCY-PHILIPPINES**

**Field Support Staff (enumerator and encoder) |Ajuy Sub-Office, Municipality of Ajuy, Iloilo|**

**May 2014 – March 2015**

- Supports the Field Officer for M & E process
- Coordinates with different barangay officials for the livelihood activities
- Ensure that barangay/community level activities are facilitated productively
- Conducting baseline data survey and verification of potential beneficiaries
- Conducting seminars and training to beneficiaries
- Performs other tasks required for the project activities

**FREMONT FOODS CORPORATION (SM SUPERMALLS BACOLOD)**

**Counter Crew| Reclamation Area, Bacolod City, Negros Occidental |**

**August 2013 – January 2014**

- Responsible for providing and courteous of efficient food and beverage services to the customers
- To present menu, take order, suggest and recommend appropriately
- To attend and respond to customers' needs promptly and professionally
- Perform cleaning duties including sweeping, mopping, cleaning station area etc.
- Any other appropriate duties and responsibilities as assigned

## **EDUCATIONAL BACKGROUND**

Bachelor of Science in Hotel and Restaurant Management

Northern Iloilo State University

Ajuy, Iloilo City, Philippines | 2009-2013

Secondary Education

Ajuy National High School

Brgy. San Antonio Ajuy, Iloilo City | 2005-2009

## **ACCOMPLISHMENTS:**

- Assigned store was awarded as a Certified Gold Store on FSC AWARDS 2017
- Assigned store was certified as the first Certified Training Store in Bacolod City in January 2017.

## **SEMINARS/CERTIFICATIONS:**

- Kapatid Mentor Me Project-Department of Trade Industry- Bago City, Negros Occidental, Philippines- June 2023
- Restaurant and Culinary Program- High Hampton Resort-Carolina, USA- Sept 2018
- Post Mix Operation and Beverage Quality Training- Coca – Cola Company Lacson St. Bacolod City-Jan 2018