

LISABEL CHIONG MARCELINO

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EDUCATIONAL BACKGROUND:

Tertiary:

School Name: **HOLY ANGEL UNIVERSITY**
Address: Angeles City, Pampanga
Course: **Bachelor of Science in Business Administration Major in Hotel and Restaurant Management**
Date: 2006-2010

Secondary:

School Name: **HOLY ANGEL UNIVERSITY**
Address: Angeles City, Pampanga
Date: 2002-2006

WORK EXPERIENCE

Company Name: **Epicurean Partners Exchange Inc. (Kenny Rogers Roaster)**
Address: **SM City Clark, Pampanga, Philippines**
Date: **June 2019 – Present**

- Provides support in the establishment and implementation of the restaurant's operational process, guidelines and policies.
- Achieving the restaurant's sales targets and understanding its profit and loss statement
- Managing the daily restaurant operations
- Recruiting, training and supervising the restaurant's staff- both the front and back of the house employees
- Complying to standards in quality, presentation and service
- Ensures Safety and Sanitation is properly implemented for both internal and external customers.
- Handling guest complaints

Company Name: **Emirates Fastfood Co. L.L.C. (McDonald's Emirates)**
Address: **Dubai, UAE**
Date: **January 2016- February 2019**

- Ensure top quality service provision via consistent supervision of team members
- Oversee activities in the kitchen to ensure top quality foods are prepared
- Schedule and train personnel for food service
- Oversee complete cleanliness and tidiness of the outlet
- Listen to clients in the event they have one complaint or the other regarding quality of service delivered
- Resolve quickly any complaint or issue related to food quality
- Ensure there is adequate stock of supplies and also consistently maintain inventory
- Manage cash registers professionally
- Welcome customers and also provide them with the menu
- Carry every member of staff along and get them adequately informed on important issues as and when due

- Pack orders by the client and get such delivered as requested
- Prepare foods specifically requested by clients
- Make information available to customers regarding new items and up-sells.

Company Name: **Tan Goody and Foody Food Corporation (Jollibee Food Corporation)**

Address: **Pampanga, Philippines**

Date: **November 2011 – January 2016**

Position: **Assistant Restaurant Manager 2**

Date: November 2013- January 2016

Duties and Responsibilities:

- Monitor and analyze sales performance, provides recommendation to improve sales performance
- Develops, recommends, implements and evaluate programs to support sales building tactics
- Accomplishes processing/application of business permits and other government permits to continued store operation
- Implements and evaluate labor cost management plan
- Implements the cash control plan and performs regular cash control audit
- Provides inputs/recommendation based on various financial reports to improve profit performance
- Supervise hiring and selection of crew needed for completeness of store headcount
- Supervise execution of training and all training records of all Manager and Crew team member
- Checking and processing payroll for manager and crew
- Ensures targets are met for the month with regards to budget
- Summarize monthly sales performance of the store and analyze all the factors that have affected the sales performance for a particular month and makes necessary action plan and explanation
- Overall In-Charge in Sales, Marketing, Hiring/Training/Cash Control and Schedule.
- Responsible in people management, ensure they are align with the targets of the store, knowledgeable in all aspects of the business including company's Mission and Vision

Position: **Assistant Restaurant Manager 3**

Date: November 2011-November 2013

Duties and Responsibilities:

- Initiating Project to ensure cleanliness and sanitation of the store was in place
- Ensure availability and enough manpower with reasonable work hours throughout the day.
- Ensure that all service crew are aligned with the current store updates and all are prepared to interact with the customers through proper training and customer relations.
- Ensure that Food Safety standards are being implemented and followed in the store.
- Person in charge for monitoring water, electricity and gas usage and lowering its daily consumption thus lowering the cost monthly billing
- Monitor store maintenance and preventive maintenance of all equipment
- Supervise kitchen production and ensure product availability

Company Name: **Canelle Food Corporation (Cinnabon)**

Address: Manila, Philippines

Date: **October 2010 – April 2011**

- Responsible in performing variety of duties that includes completing customer transactions (provides information about menus and also looks for opportunity to "up-sell" products)
- Do the drinks like varieties of coffees, shakes and juices
- Do the product from the scratch and also assisting the bakers
- Cleaning the food, display and stock areas
- Maintaining inventory
- Performs all other responsibilities as directed by the business or as assigned by management.

TRAINING CERTIFICATES:

Title of Certificate: **Management Development Program 1 (MDP1)**

Issued By: Kenny Rogers Roasters

Date: August 6, 2019

Title of Certificate: **Shift Management Excellence (SMX)**

Issued By: Mc Donald's Training Department

Date: December 19-22, 2016

Title of Certificate: **Experience of the Future (EOTF)**

Issued By: Mc Donald's Training Department

Date: October 30 2017

CHARACTER REFERENCES:

Name: **Hilarion Allado**

Company: Kenny Rogers Roasters

Position: Area Manager

Contact Number: 09175964823

Name: **Carmina Aliporo**

Company: Kenny Rogers Roasters

Position: Store Manager

Contact Number: 09175901842