



# Lucero, Angelito Bartolome

## MANAGER

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### PROFILE

A restaurant assistant manager with more than 10 years of experience in the customer-centric industry in food and beverage, inventory management, people and operations management, food quality assurance management, and retail management. Experienced in chemical manufacturing and warehouse management disciplines. With strong leadership, analysis, and decision-making abilities. A proven ability to lead and motivate teams to maximize productivity. Experienced in interacting with internal and external stakeholders in a multi-cultural global arena. Demonstrated success in implementing strategic restaurant initiatives which improved business functionalities with a positive impact on the bottom line. Driven, self-starting, and committed to excellence.

### PROFESSIONAL MILESTONES

**MANAGER**, 1 August 2022 - Present  
**HANBAOBAO PTE LTD (McDonald's Licensee)**  
 10 Kallang Avenue, #04-10, Aperia Tower 2, Singapore 339510

**Role: People Department Manager / 1st Assistant Manager**

Hire the right crew, train them well and schedule them to grow restaurant business. Crew are orientated before they start work, MOTIVATION & RECOGNITION are always provided consistently and openly. Determine restaurant labour needs and budget, schedule fixed hours (e.g., crew training, PM, close, open etc.) Schedule, plan and conduct crew meetings, events, and rap sessions, use notice board communications to reinforce important messages. Develop and execute action plans based on GPS results to improve employees' satisfaction and sense of pride towards McDonald's. Execute restaurant's crew incentives and recognition programmes, including maintaining notice board. Maintain proper documentation in employee's personal files. Ensure crew orientations and follow-up orientations are conducted. Conduct crew leader meetings at least monthly. Develop 6/30 plan and training calendar for new and existing employees.

**ASSISTANT MANAGER**, 1 October 2019 - 31<sup>st</sup> July 2022  
**HANBAOBAO PTE LTD (McDonald's Licensee)**  
 10 Kallang Avenue, #04-10, Aperia Tower 2, Singapore 339510

**Role: 2<sup>nd</sup> Assistant Manager**

Directed and managed the operation, staff, and business results of the restaurant. OPEX (operational expenditures) were managed. Supervised people, managed the restaurant system, was the ultimate QSC keeper. Assisted the restaurant manager in achieving outstanding results such as customer satisfaction, sales growth, optimum profit, motivating staff, self-development, and appropriate and fair business practices. Provided policy and procedure expertise. Redesigned business continuity workflows, policies, and procedures. Facilitated training on leadership, experience of the future, people management, and restaurant improvement. Performed a training needs analysis. Continuously drive internal and external client satisfaction. Responsible for staffing, hiring, firing, performance appraisals, and promotions.

### AREAS OF EXPERTISE

Service Management  
 Operations Management  
 Inventory Management  
 People Management  
 Performance Management  
 Warehouse Management  
 Food Quality Assurance  
 Customer Satisfaction

### TECHNICAL SKILLS

Microsoft Operating Systems  
 Microsoft Office
 

- Word
- Excel
- PowerPoint
- Project
- OneNote
- Outlook

### INDUSTRY TRAINING AND CERTIFICATIONS

System Leadership Class  
7-10 March 2022

Advance Shift Leadership  
13 October 2021

Shift Leadership Foundation  
25 - 26 February 2021

WSQ Implement Incident Management Process  
07 December 2018

Globally Harmonized System (GHS) The Chemical Users Course  
25 May 2018

WSQ Respond to Fire & Hazmat Emergency Training  
27 - 29 March 2018

Work-at-Heights for Supervisor  
26-27 October 2017

WSQ Operate Forklift  
26-29 September 2017

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**OPERATIONS ADMIN EXECUTIVE**, 19 June 2017 - 26 Sept. 2019  
ABSOTECH PTE LTD  
31 Penjuru Lane, #02-01, Singapore 609198

**Role: Warehouse Supervisor**

Developed and maintains a sustainable operational warehouse plan and policies in compliance with company's operational system requirements. Oversee and manage the entire warehouse operations for both dangerous and non-dangerous goods for chemical manufacturing. Manage scheduling, planning, and inventory management. Supervise, Plan, and monitor warehouse chemical operators for daily warehouse tasks. Ensure that key performance indicators are met daily, bi-weekly, and monthly. Prepares, conducts, and implements specific training modules for chemical warehouse operators. Conducts performance review and appraisal. Conducts monthly quality comply with client-specific requirements. Prepares operational reports for Internal audits and assessment. Communicate and evaluate results to team and improve opportunities.

**ASSISTANT MANAGER**, 1 November 2015 - 15 June 2017  
McDonald's Restaurants Pte Ltd  
10 Kallang Avenue, #04-10, Aperia Tower 2, Singapore 339510

**Role: 1<sup>st</sup> Assistant Manager / Food and Beverage Hygiene Auditor**

Involved in the day-to-day operations of the food business. It is of critical importance to conduct regular audits on food premises and work processes. Practices to meet organizational and legislated food hygiene and safety standards. Knowledge on food hygiene and safety, including the identification and prevention of food safety hazards. In the food premises, supervise and give directions on food safety issues.

Managed the restaurant systems such as crew scheduling, crew training, inventory management, planned maintenance, and housekeeping. Assist newly promoted managers and 2<sup>nd</sup> assistant managers to develop their knowledge and skills. All P&L line items are projected and controlled. Reports and analysis to support business initiatives. Improve both revenue and customer experience as well as process improvement and innovation initiatives.

**ASSISTANT MANAGER**, 8 July 2013 - 31 October 2015  
McDonald's Restaurant Pte Ltd  
10 Kallang Avenue, #04-10, Aperia Tower 2, Singapore 339510

**Role: 2<sup>nd</sup> Assistant Manager**

Directed and managed the operation, staff, and business results of the restaurant. OPEX (operational expenditures) were managed. Supervised people, managed the restaurant system, was the ultimate QSC keeper. Assisted the restaurant manager in achieving outstanding results such as customer satisfaction, sales growth, optimum profit, motivating staff, self-development, and appropriate and fair business practices. Provided policy and procedure expertise. Redesigned business continuity workflows, policies, and procedures. Facilitated training on leadership, experience of the future, people management, and restaurant improvement. Performed a training needs analysis. Continuously drive internal and external client satisfaction. Responsible for staffing, hiring, firing, performance appraisals, and promotions.

 **INDUSTRY TRAINING AND CERTIFICATIONS**

Equipment Calibration Class  
11-13 April 2016

Effective Management  
Practices Course  
8-12 June 2015

Conduct Food and Beverage  
Hygiene Audit  
2-5 June 2015

Advance Shift Management  
Course  
14-18 July 2014

Shift Management Excellence  
Course  
17-20 Feb 2014

Follow Food and Beverage  
Safety and Hygiene Policies and  
Procedures  
20 July 2013

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**Manager Trainee**, 13 June 2011 - 12 June 2013

**Charles and Keith Pte Ltd**

16 Tai Seng Link, Level 8 Charles and Keith Group Headquarters,  
Singapore 598292

**Role: (Shop-in-charge)**

Delivered exceptional customer service with passion. Ensure that each customer receives outstanding service by providing a friendly environment. Maintaining outstanding standards, solid product knowledge, and all other aspects of customer service. Optimized every sales opportunity without compromising customer satisfaction. Consistently achieve personal and team sales targets that are set on a daily, weekly, and monthly basis. Handle returns and change accurately to pay customers. Ensure all displays are well maintained and are in tip-top condition in accordance with company standards. Assist external customer feedback and ensure that customer is recovered. Train new and casual staff on floor. Maintain store cleanliness and storeroom organization.

## Personal Details

Born on 06 February 1982, in Manila, Philippines.

Catholic

Single

## EDUCATION

**Bachelor of Science in Industrial Education**

Technological University of the

Philippines Cavite

Cavite Philippines

June 2004 - March 2009

## CHARACTER REFERENCES

Both personal and professional character references are available upon request.

## PROFESSIONAL RECOGNITIONS

Excellent Service Award  
Singapore 2021  
Silver Award

Excellent Service Award  
Singapore 2016  
Silver Award

Excellent Service Award  
Singapore 2015  
Silver Award

Advance Shift Management  
Dean's List  
18 July 2014

Shift Management Excellence  
Dean's List  
20 Feb 2014