

**MARK ADRIAN MEJIA CRUZ**

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**EDUCATIONAL BACKGROUND:****Tertiary:**

School Name: Science Technology Institute (STI)

Address: Parañaque, Philippines

Course: Bachelor of Science in Business Administration Major in Operations  
Management

Date: March 2014

**Secondary:**

School Name: Malasiqui Agno Valley College

Address: Malasiqui Pangasinan, Philippines

Date: April 2008

**WORK EXPERIENCE:**

Company Name: Jollibee Foods Corporation

Address: Pasay, Philippines

Position: Assistant Restaurant Manager 1

Date: February 2022 – Present

**Duties and Responsibilities:**

- Prepares key result area related reports for the monthly business review (MBR) and other presentations
- Monitors and analyzes sales performance; provides recommendations to improve sales performance for business channels and new product.

- Conducts New Product cascade to the Crew Leaders and Senior Crew; follows up on new product training during launch and the week after; coordinates with the Team Leader on new product expected output.
- Develops, implements and evaluates variable cost management plan.
- Analyzes and develops accurate stock forecast and maintains timely ordering.
- Conducts physical counting and encoding (stock inventory); prepares monthly inventory report for Annual Business Review; records stock transfer receipts
- Checks commissary billings against delivery reports for accuracy prior to acknowledgement of charging.
- Prepares food cost and paper cost analysis for monthly business review.
- Provides inputs/recommendations based on various financial reports/sources to improve profit performance.
- Develops, implements and evaluates food safety, cleanliness and condition plans on production area.
- Identifies opportunities to balance food, service and cleanliness standards, and profit & loss requirements.
- Acts as the Food Safety Compliance Officer to oversee implementation of the food safety program in the restaurant.
- Evaluates component of production system and provides insights/recommendations for customer experience improvement.
- Performs investigation of complaints concerning product.
- Assess the performance of the Senior Crew and provides inputs to Restaurant Manager in the appraisal of Assistant Restaurant Manger 2 & 3, Crew Leader and Management Trainees.
- Conducts certification for Management Trainees
- Performs production & service management activities, prepares admin tasks as assigned during the shift.

Company Name: Jollibee Foods Corporation

Address: Paranaque, Philippines

Position: Assistant Restaurant Manager 2

Date: January 2016 – February 2022

## **Duties and Responsibilities:**

- Monitors and analyzes sales performance; provides recommendations to improve sales performance for regular sales (dine in and take out).
- Marketing Support. Develops, recommends, implements and evaluates programs to support sales building tactics/directions for regular sales and assigned Business channel (Drive Thru) and bulk orders (BO).
- Labor Cost and Cash Control Lead. Develops, implements and evaluates labor cost management plan; coordinates the expected output with the 3rd Party Team Leader for provision of required services.
- Implements the cash control plan and performs regular cash control audits.
- Provides inputs/recommendations based on various financial reports/ sources to improve profit performance.
- Prepares labor–cost report for Annual Business Review.
- Service Lead. Develops, implements and evaluates Food Safety, Cleanliness and Condition plans on service.
- Evaluates every component of the service system and provides insights/recommendations for customer experience improvement.
- Evaluates the customer service program in terms of improving the customer service experience.
- Monitors if complaints are acknowledged and responded to in a timely manner; investigates service–related complaints.
- Analyzes customer satisfaction survey data/ results and provides corrective action.
- Ensures that the 3rd Party service provider trains their Team Leaders (TLs) for training and certification of deployed crew.
- Provides inputs to Restaurant Manager in the appraisal of Crew Leaders.
- Implements the Crew Learning System (CLS) components which includes training and certification of Crew Leader and Senior Crew to become Crew Trainers for their peer CLs and SCs.
- Evaluates the effectiveness of the Crew Learning System.
- Performs production, service and channels management activities, prepares/facilitates admin tasks (including fund custodianship) as assigned during the shift.

Company Name: Jollibee Foods Corporation

Address: Pasay, Philippines

Position: Assistant Restaurant Manager 3

Date: April 2014 – January 2016

**Duties and Responsibilities:**

- Implements and evaluates the store's sales program and monitors performance during the shift.
- Plans and provides all operations support requirements for regular sales (dine-in/ take-out), business channels (BC), new products (NP) and local store marketing initiatives.
- Plans and checks on new product raw materials including packaging availability during shift.
- Implements the suggestive selling program.
- Carries out National Business Channels (NBC) and Marketing initiatives during the shift.
- Gathers data for marketing program development (ex. Traffic Generator Survey) and prepares the summary report.
- Implements and evaluates cost management activities during the shift to manage expenses relating to food cost and paper cost (FcPc), utilities, janitorial, and office supplies, etc.; monitors utilities consumption and wastages.
- Implements Food, Service and Cleanliness plans and drives Gold Standard compliance during the shift (ex. master cleaning schedule, pest control, preventive maintenance); evaluates effectiveness/efficiency in execution and provides recommendations to the concerned function holders when needed.
- Cascades and implements the Cleaner Production/Pollution Prevention (CP2P).
- Implements and evaluates the customer service program during the shift.
- Handles customer complaints resolution based on standards.
- Designs, implements and evaluates Management Team Office Systems and Procedures -i.e. Documents Control System
- Monitors performance of 3rd Party service provider versus the Service Level Agreement (SLA) and provides feedback to the Restaurant Manager

- Implements the Crew Learning System (CLS) components which includes training and certification of Crew Leader (CL), Senior Crew (SC) to become Crew Trainers.
- Performs production, service and channels management activities, prepares/facilitates admin tasks (including fund custodianship) as assigned during the shift.

Company Name: E.J. 'G' Foods Corporation

Address: Mendiola, Manila, Philippines

Position: Service Crew (Dining)

Date: July 1, 2009 – June 1, 2010

**Duties and Responsibilities:**

- Greet and attend to customers.
- Provide good customer service.
- Serve food and beverages.
- Maintain cleanliness of the dining area.
- Take customers' advance order and 2<sup>nd</sup> TC.
- Communicate advance orders and 2<sup>nd</sup> TC to kitchen.
- Inform customers of any specials or promotions running currently.
- Follow procedure for safe food presentation.
- Handle minor customer complaints.
- Provide safety and security to customers.

Company Name: Jollibee Foods Corporation

Address: SM Sta. Mesa, Manila, Philippines

Position: Service Crew (Dining)

Date: September 7, 2008 – February 15, 2009

### **Duties and Responsibilities:**

- Greet and attend to customers.
- Provide good customer service.
- Serve food and beverages.
- Maintain cleanliness of the dining area.
- Take customers' advance order and 2<sup>nd</sup> TC.
- Communicate advance orders and 2<sup>nd</sup> TC to kitchen.
- Inform customers of any specials or promotions running currently.
- Follow procedure for safe food presentation.
- Handle minor customer complaints.
- Provide safety and security to customers.

### **TRAINING CERTIFICATES:**

Title of Certificate: **CERTIFICATE OF COMPLETION (eCoBe Refresher – Code of Business Ethics)**

Issued By: Jollibee Foods Corporation

Date: January 25, 2024

Title of Certificate: **CERTIFICATE OF COMPLETION (JFC Food Safety Course)**

Issued By: Jollibee Worldwide Services – Quality Management

Date: October 04, 2023

Title of Certificate: **CERTIFICATE OF COMPLETION (Inventory Management)**

Issued By: Jollibee Foods Corporation – Internal Audit

Date: August 15, 2023

Title of Certificate: **CERTIFICATE OF COMPLETION (Cash Control System )**

Issued By: Jollibee Foods Corporation – Internal Audit

Date: July 05, 2023

Title of Certificate: **CERTIFICATE OF COMPLETION (Basic Training Course for Pollution Control Officer)**

Issued By: Environmental Management Bureau – NCR

Date: March 24, 2023

Title of Certificate: **CERTIFICATE OF COMPLETION (Feedback Management System: Feedback is a Gift)**

Issued By: Jollibee Foods Corporation

Date: March 08, 2022

Title of Certificate: **CERTIFICATE OF ACHIEVEMENT (JFC Global Information Security Policy Computer-Based Training)**

Issued By: Jollibee Foods Corporation

Date: May 30, 2021

Title of Certificate: **CERTIFICATE OF COMPLETION (eCoBe Online Training Program – Code of Business Ethics)**

Issued By: Jollibee Foods Corporation

Date: February 10, 2020

Title of Certificate: **CERTIFICATE OF COMPLETION (Food Safety Program)**

Issued By: Jollibee Foods Corporation

Date: November 08, 2019

Title of Certificate: **CERTIFICATE OF COMPLETION (Feedback Management System: Customer Recovery)**

Issued By: Jollibee Foods Corporation

Date: July 26, 2019

Title of Certificate: **CERTIFICATE OF COMPLETION (Feedback Management System: SAP –CRM Poces)**

Issued By: Jollibee Foods Corporation

Date: July 14, 2019

Title of Certificate: **CERTIFICATE OF COMPLETION (Feedback Management System: Feedback Management Process)**

Issued By: Jollibee Foods Corporation

Date: July 10, 2019

Title of Certificate: **CERTIFICATE OF COMPLETION (Crisis Management)**

Issued By: Jollibee Foods Corporation

Date: July 07, 2019

Title of Certificate: **CERTIFICATE OF COMPLETION (Labor Law Compliance)**

Issued By: Jollibee Foods Corporation

Date: February 17, 2018

Title of Certificate: **CERTIFICATE OF COMPLETION (Local Store Marketing)**

Issued By: Jollibee Foods Corporation

Date: February 05, 2018

Title of Certificate: **CERTIFICATE OF COMPLETION (Business Channels Learning Activities)**

Issued By: Jollibee Foods Corporation

Date: August 13, 2017

Title of Certificate: **CERTIFICATE OF COMPLETION (Safety and Security)**

Issued By: Jollibee Foods Corporation

Date: June 10, 2016

Title of Certificate: **CERTIFICATE OF COMPLETION (Principles of Sales Management Course)**

Issued By: Jollibee Foods Corporation

Date: May 04, 2016

Title of Certificate: **CERTIFICATE OF COMPLETION (Principles of Profit Management)**

Issued By: Jollibee Foods Corporation

Date: March 27, 2016

Title of Certificate: **CERTIFICATE OF ACHIEVEMENT (Product Control System V3.0 Training)**

Issued By: Jollibee Foods Corporation

Date: March 27, 2016

Title of Certificate: **CERTIFICATE OF COMPLETION (Basic Operations Training Program)**

Issued By: Jollibee Foods Corporation

Date: July 09, 2014

Title of Certificate: **CERTIFICATE OF COMPLETION (Skills Enhancement and Education Development for Students)**

Issued By: Jollibee Foods Corporation

Date: March 15, 2014

**CHARACTER REFERENCES:**

Name: **Analiza Romero**

Company: Jollibee Foods Corporation

Position: Area Manager

Contact Number: +63 908-897-3698

Name: **Daniel Lazaro**

Company: Jollibee Foods Corporation

Position: Area Manager

Contact Number: +63 928-924-1388

Name: **Mary Jane Camba**

Company: Jollibee Foods Corporation

Position: Restaurant Manager

Contact Number: +63 927-924-7989