

MANSOS PRESCIOUS LLANZANA
#289 Oliver St. San Vicente San Pedro City, Laguna
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OBJECTIVE:

To obtain a position in a challenging environment that focuses on applications and product distribution to enterprise knowledge and allows for advancement.

WORK EXPERIENCE:

Call Center Agent

Sagility

7th floor, Aeon Centre, Filinvest City

Alabang Zapote Corner North Bridgeway

Alabang, Muntinlupa City

September 11, 2023 up to present

Assistant Restaurant Manager 3

Jollibee Caltex Balibago

DIAMONDSTAR FOODS INC.

FRANCHISE OF JOLLIBEE FOODS CORP.

Santa Rosa City, Laguna

August 12, 2021 to September 15, 2023

ALFAMETRO MARKETING INC.

Shift Leader

San Pedro City, Laguna

June 20, 2021 to July 5, 2021

15 days

Due to pandemic

Borrowed Assistant Restaurant Manager 3

Jollibee Landmark Festival Mall

FRANCHISE OF JOLLIBEE FOODS CORP.



Alabang Muntinlupa City
July 20,2021 to August 4,2021
15 days
Due to pandemic

Jollibee Robinsons Galleria South San Pedro
SEADWELLERS FOODS CORP.
FRANCHISE OF JOLLIBEE FOODS CORP.
National Road San Pedro City,Laguna

Borrowed Cashier
December 22,2020 to December 31,2020
9 days due to pandemic

Borrowed Assistant Restaurant Manager 3
January 1,2021 to March 30,2021
3 months due to pandemic

April 2020 to July 2020
-the Government declared 2nd wave of lockdown and my Restaurant Manager decided to less her Manpower especially her borrowed Staff.

Assistant Restaurant Manager 3
LOYALTY FOODS CORP.
FRANCHISE OF JOLLIBEE FOODS CORP.
Jollibee Lianas Alabang
Montillano St. Alabang Muntinlupa City
January 17,2017 to April 30,2020
3 yrs. and 3months

May 2020 to November 2020
-Due to pandemic I decided to make a small business which I cook and sell foods for 7 months. I'd try to apply in that moment but the government declared lockdown and it seems no job vacancies available.

Service Crew and Kitchen Crew



Jollibee Foods Corporation

Mamplasan Shell SLT North Bound Biñan,Laguna

June 10,2013 to November 10,2016

5months contract as probationary

3 yrs. contract as a working student under SEEDS PROGRAM

December 2016- I'm Applying for Managerial Position

EDUCATIONAL BACKGROUND

TERTIARY: STI COLLEGE SANTA ROSA
Bachelor of Science in Business Management Major In Operation
June 2013 to April 2017

DATAMEX COLLEGE OF COMPUTER AND TECHNOLOGY
Bachelor of Science In Office Administration
January 2012 to April 2014

SECONDARY: ANISLAG NATIONAL HIGH SCHOOL
Anislag Daraga,Albay
S.Y 2006 to 2010

PRIMARY: BUDIAO ELEMENTARY SCHOOL
Budiao Daraga,Albay
S.Y 2000 to 2006

TRAININGS ATTENDED

ON THE JOB TRAINING(300HRS)

Luzon Development Bank (LDB)
New Accounts Representative
San Pedro City,Laguna
March 28,2016 to June 1,2016



Max's Restaurant
Office Assistant
Putatan,Muntinlupa City
December 17,2012 to February 28,2013

KNOWLEDGE AND SKILLS

- Proficient in using computer software applications (Microsoft Office = Word/Excel/Power point)
 - Good communication skills
 - Can manage time efficiently
 - With initiative and sense of responsibility
 - Builds harmonious relationship with co-workers easily
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PERSONAL INFORMATION

Date of birth	:	September 29,1993
Place of Birth:		San Pedro City Laguna
Age	:	30
Civil Status	:	Single
Nationality	:	Filipino
Religion	:	Roman Catholic

DUTIES AND RESPONSIBILITIES OF A ASSISTANT RESTAURANT MANAGER 3:

- Before we go inside the store we double checked the outside premises if it has a sign of robbery or inside job.Next is review the CCTV.
- We fully train staff in job duties,responsibilities,sanitation and safety procedures they undergo 3 ways of training including the ff: Initial next is Follow up and lastly the Certification in perspective assigned stations this is for their evaluation.
- We establish work schedules and procedures by informing them especially in opening and closing procedures before we open the store I will discuss some of our sales target or goals



for today always reminding them to do the standard and what will be their task example: All cashiers will do suggestive selling promote our new products.

- We maintain records of stock,repairs,sales and wastages to help the stores expenses low.
- We supervise,coordinate and schedule the activities of staff who prepare,portion and serve food,for us to finish it on the given time to gain customer satisfaction.
- We estimate and order ingredients and supplies required for meal preparation to avoid over supplies/stocks and also if the material we need is easily near to expire.
- We prepare food order summaries for production controller,we assure that we have the customer complete information:Complete Name/Active Contact Number/Exact delivery Address/Date and exact time they need,correct food orders especially if we have customer's requests.
- We supervise and double check assembly products before it out to avoid missed out food or condiments using our project highlighter.We highlighten the product at the receipt,sign that the product is already assembled.
- We ensure that the food and the service meet quality control standards to avoid complaints.
- We resolve work problems and recommend measures to improve productivity and product quality in any situations.
- We do daily inventory of stocks,checking the quality and it's expiration date in opening and closing procedures to avoid shortages or overages of raw materials.
- We take immediately action in any minor and major complaints by giving the best solutions in calm and humble way appreciating the positive and negative feedback for us to grow.
- We ensure that all equipment are in good working condition. And if we encounter vice versa we immediately contact and report to our service provider to fixed or schedule it immediately.
- In every shift we logged and endorsed important happened in store at Management logbook and do signing to acknowledge that we read it.
- We received and checked deliveries together with our stockman,we ensure that all deliveries: Dry,Chilled,Frozen and Bakery are all complete,not beyond it shelf life,within it's standard conditions.
- We handle cash control in every shift we assure that the Master Cash Fund,Petty Cash Fund,Fund bags are all tally with endorsement of Manager to Manager/Manager to Cashier.
- We always motivate our people to work hard and love their job.
- We prepare Deposit Slips for Bank Pick-up endorsed to Opening Manager.
- We encode the Delivery Receipts/Daily Inventory Count/Returned Borrowed Stocks/STR to record all in and out stocks/raw materials.
- We do checking everyday the standard temperature of Kitchen Area,Stock Room Area and Dining Area.And also the standard cooking tempature of cooked,hot held products and chilled products.
- We prepare our monthly report and present it to my co-workers during MTM.



DUTIES AND RESPONSIBILITIES OF A SERVICE CREW:

- We as a service crew ensure that our relationship to work is everyday alive.
- We undergo training/process in our assigned stations.
- We deliver customers satisfaction by greeting them politely and smile when they entering the store,assisting them in their wants and needs,seats,cars etc.
- We ensure that the store is well cleaned and sanitized every 30mins. or as needed.
- We ensure that all meals are complete and it's standard portions.
- We ensure that all meal or drinks that spilled changed it to a new one acknowledge by our Manager on duty.
- And if we have encountered customer complaints we say sorry to our customers and asking assistance to our Manager on duty.
- As a Counter crew we assure that all of my documents,sales are all complete.
- As a Counter crew we assure that the 7 key steps is still present in every transactions.

DUTIES AND RESPONSIBILITIES OF A KITCHEN CREW:

- We are responsible for preparation work of main kitchen and associated kitchens it means readiness in opening procedures,it consumed 1 hour preparation before the store open at 6am in the morning.
- We are responsible for plating of products followed the standard serving of meals before out to cashiers/assemblers.
- We are responsible for cleanliness of work area while running the shift,we assured and maintained it every single minute.
- As a kitchen staff we must monitor inventory at all times and report items to our Supervisor that need to be reordered.For us not to be shortage on items that we use everyday.
- We are responsible for recieving incoming food orders and rotating stocks.Acknowledgement in every call that we recieved to our co-workers,then it's the time for us to prepare the food.And if our ingredients are going running out we immediately inform the back up crew who's responsible to cook the products.
- We are responsible for maintaining a clean and neat uniform and do a proper hygiene.
- A kitchen staff must have a basic knowledge of kitchen equipment.Reading checklist is a big help to gain more ideas regarding standard operating procedure also to avoid accident.
- A kitchen staff should have the ability to measure ingredients accurately to avoid variances of stocks and to help the company's expenses more less.And also update holding time of the products to avoid lapsed food items to be served.
- A kitchen staff should know how to get the standard temperature prior to cook and know the



difference between frozen items to thawed items.

- A kitchen staff must have knowledge of kitchen sanitation or what we call the 30minutes habit we obliged to clean and sanitize our station,towels,wash and sanitized your hands.

- A kitchen staff must have the ability to understand and carry out directions,we need to be a good listener and a good follower to everyone.Especially to our customers requests example of that he/she wants to separate the sauce on his/her meal like the burgersteak.Or he/she want a plain rice to his/her breakfast meal.

- The primary work of a kitchen crew member is to prepare,cook and present food items quickly and efficiently.

CHARACTER REFERENCES:

Janus Gilbuena

Restaurant Manager

Jollibee Caltex Balibago Santa Rosa Laguna

09942589088

Sarah Mae Januario

Fulfillment Supervisor

S&R

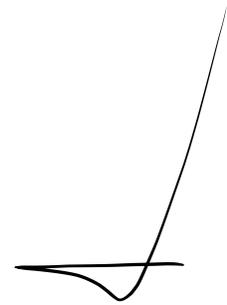
09125448173

Jomari Berdulaga

Assistant Restaurant Manager 1

Jollibee Caltex Balibago Santa Rosa Laguna

09099454394



Precious L. Mansos
APPLICANT

