

# SANN JANREA P. BERNAL

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## Career Objective

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To work in Canada as a Fast Food Supervisor where I can pursue my career in the food industry and use my 6 years of experience at a quick service restaurant

## Work Experience

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### Assistant Restaurant Manager | Tim Hortons

Manila, Philippines

March 29, 2023 to Present

- ❖ Supports Restaurant Manager and management in ensuring the delivery of the brand standards and food safety promise
- ❖ Builds team talent by supervising and training or verifying team members on crew stations, Tim Hortons products, processes, and policies
- ❖ Motivates and directs team to do what it takes to exceed Guest expectations with always fresh, fast and friendly service in clean surroundings
- ❖ Submitting payroll accurately of the team member and management
- ❖ Assist with ordering of supplies and overall store maintenance and cleanliness
- ❖ Passing the food safety audit for Restaurant Experience Visit in terms of Restaurant Brand International(RBI) standard

### Manager | Mcdonald's

Gerona, Tarlac – Philippines

October 2017 to March 2021

- ❖ Ensure customers are well satisfied by providing top-quality service, product, cleanliness, and values
- ❖ Placing orders with suppliers. Checking order accuracy that will maintain stock levels. Ensure that all products are available to serve and delivered on time in standard quality
- ❖ Supervised the production area/kitchen if standard operating procedures were applied and consistency of food safety to ensure quality foods were prepared
- ❖ Recognize and reward the crew. Coordinates important issues for every crew member adequately. Ensure crew appearance standards are met
- ❖ Review crew schedule for proper staffing to meet demand. Assess training needs for crew and monitor training executions. Ensure labour controls are in place each hour and each shift
- ❖ Oversee cash controls are in place for the shift. Maintain safety and security during the shift. Verify completion or follow-up on cleaning tasks and planned maintenance tasks on the restaurant checklist.
- ❖ Listened to customers in the event they had a concern regarding the quality of food and service then resolved quickly.
- ❖ Consistently passing brand standard visits every year for an average of 85% and food safety audits
- ❖ Organizing and updating 201 files and hiring requirements of crew members
- ❖ Assisting for screening process and orientation for new crew member
- ❖ Monitoring service hours for crew members and delivering their performance review
- ❖ In charge of processing disciplinary action documents, recognition certificates, bulletin board announcements and new memo/policy
- ❖ Collecting employees' clearance for last pay processing and conducting an exit interview
- ❖ Enforce all applicable labour and employment laws and McDonald's policies

### Customer Associate | LBC Express Inc.

Tarlac – Philippines

January 2022 to October 2022

### Purchasing Assistant | Monde Nissin Corporation

Makati – Philippines

August 2015 to February 2016

## Academic Background

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### College

Business Administration Major in Financial Management  
Adamson University | 2010-2015  
Bachelor's Degree

### Highschool

UST Angelicum College | 2006-2010

## Trainings Attended

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### Food Safety Course

ServSafe / Tim Hortons  
June 2023

### Shift Management Excellence Course

Mcdonalds  
May 2018

### Restaurant Management Program

Tim Hortons  
June 2023

### Food Safety Course

Mcdonalds  
May 2018

### Advance Guest Service Training

Tim Hortons  
September 2023

### Basic People Class

Mcdonalds  
December 2017

### Freelancing Course

FVA Business Consultancy  
August 2020

## Core Skills and Strength

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- ❖ Computer proficiency: MS Office and Excel, Google Sheets, docs and forms, Canva, Adobe Photoshop, Hootsuite, and Mailchimp
- ❖ Intermediate English proficiency
- ❖ Customer service, leadership skills and keen on organizing files

## Personal Data

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**Date of Birth:** September 1, 1994 (28 years old)

**Weight:** 154lbs

**Place of Birth:** Anao, Tarlac

**Nickname:** Yan

**Gender:** Female

**Language Spoken:** English, Tagalog, & Ilocano

**Civil Status:** Single (with 1 child-age of 7)

**Criminal Record Check:** Clean

**Nationality:** Filipino

**English Language Taken:** None

**Height:** 5'3"

**Name of Relative in Canada:** None

*I hereby declare that the details and information given above are complete and true to the best of my knowledge.*

Sann Janrea P. Bernal  
Job Applicant