

ISRAEL L. IGLESIA

Contact No.: +639952693064

Address: #51(old) Narra St. Marikina Heigts, Marikina City

Email: iglesiaisrael88gmail.com

Skype ID: [iglesiaisrael88gmail.com](https://www.skype.com/people/iglesiaisrael88gmail.com)



PROFILE/OVERVIEW

- Knowledgeable in kitchen operations, HACCP Knowledgeable.
- Good command communication both oral and written (English and Filipino).
- Can easily follow instructions and ability to work in a high pressure and busy environment.

EDUCATIONAL BACKGROUND

TERTIARY

School Name: World Citi Colleges

Address: #960 Aurora Boulevard, Quezon City

Course: BS Hotel and Restaurant Management

Start date: June 2011

End date: April 2015

School name: Rizal Technological University

Address: Boni Avenue Mandaluyong City

Course: Civil Engineering Technology (Undergraduate)

Start date: June 2006

End date: March 2007

SECONDARY

School name: Rizal College of Taal

Address: Calle Gliceria Marella Tall, Batangas

Start date: June 2000

End date: March 2004

WORK EXPERIENCE

Company: Vitabee Foods Corp. (Franchise of Jollibee Foods Corp)

Address: Fatima Drive Cor. J.P. Rizal, Sta Terisita, Malanday Marikina City

Position: Assistant Restaurant Manager III

Date Start: July 01, 2022 – Present.

Operations Management (Service Quality Manager SQM)

- Over-all in charge/overseeing the service team.
- Training and development developing, implementing service standard operating procedure And maintaining good customer relationship.
- Responsible for the cash flow and petty cash and whole fund of the restaurant.

Operations Management (Delivery Manager)

- Maintaining positive relations with the customer
- Identifying customer's needs and overseeing service delivery with the business context.
- Leading the delivery service team, managing conflict and ensuring the team's processes and task are carried out efficiently.
- Assessing the customer feedback and using creativity to establish, improve and refine services.
- Remaining organized and meeting deadlines on daily, weekly and monthly basis
- Building partnership and liaising with the team leaders to determine he company's services delivery criteria and solutions for issues that may arise.

Company: Fortune Bee Foods Corp. (Franchise of Jollibee Foods Corp)

Address: Cogeo, Antipolo City

Position: Assistant Restaurant Manager III

Date Start: March 21, 2018 – June 30, 2022

Operations Management (Delivery Manager)

- Maintaining positive relations with the customer
- Identifying customer's needs and overseeing service delivery with the business context.
- Leading the delivery service team, managing conflict's and ensuring the team's processes and task are carried out efficiently.
- Assessing the customer feedback and using creativity to establish, improve and refine services.
- Remaining organized and meeting deadlines on daily, weekly, and monthly basis
- Building partnership and liaising with the team leaders to determine he company's services delivery criteria and solutions for issues that may arise.

Operations Management (cleanliness and Sanitation Managed Lead)

- Inspecting the manufacturing processes to determine sanitation protocols.
- Designing and implementing sanitation policies and protocols
- Coordinating and monitoring cleaning schedule.

- Creating and distributing work schedules for the sanitation workers.
- Performing daily inspections of the workers daily task in the facility and reporting any irregularities.
- Implementing corrective actions to ensure compliance with regulatory authorities.
- Training sanitation workers and organizing refreshing workshops for existing staff.
- Coordinating the services of internal cleaning crew.
- Monitoring and ordering supplies/chemicals needed on daily operation

Operations Management (Service Manager)

- Ensuring that the whole team is delivering high quality service by:
 - Deliver all products in standard FST
 - Zero to minimal Complain every month
 - Implementing that all the 5 Touch points will be followed and visible in the frontline
 - Provide training for the new front liners
 - All 7 key steps are followed by the front liners
 - Coordinates with the Jollibee Manager to relay all concerns related to dining management.
 - Conducting Surveys quarterly during slack and peak period
 - Ensuring that the condition of the dining area will make our guests comfortable in staying.
 - checking all the cooling equipment in good condition
 - All restrooms facilities and amenities is in good condition and complete
 - Monitors that all merchandising materials are complete and displayed in scheduled time.

Operations Management (Kitchen Manager)

- Order materials, supplies, and ingredients based on demand.
- Supervise kitchen employees and organize food orders.
- Oversee the food preparation and cooking process.
- Recruit and train kitchen employees in designated stations.
- Monitor inventory levels and perform weekly inventory assessments.
- Work with the restaurant manager to price and change menu items.
- Schedule work shifts for employees.
- Store all food products in compliance with health and safety regulations.
- Ensure the kitchen is clean and organized.

WORK EXPERIENCE

Company: KAHARIAM Realty and Farms

Address: Brgy. Adya Lipa-Ibaan Rd. Batangas

Position: F&B and Housekeeping Supervisor

Start Date: September 15, 2014

End Date: December 15, 2016

Reason for leaving: Resign

Job Description/ Duties and Responsibilities

- Supervise efficient upkeep of tools through proper usage of equipment and devices. Analyze all guest requirements and prepare plans resolve customer care related issues and satisfy guests. Monitor and ensure optimal cleanliness, sanitation for all growth oriented organizational projects.

Food and Beverage Supervisor

- Oversee all front and back of the house restaurant operations.
- Ensure customer satisfaction through promoting excellent service; respond to customer complaints tactfully and professionally.
- Maintain quality control for all food served.
- Analyze staff evaluations and feedback to improve the customer's experience.
- Project future needs for goods, kitchen supplies, and cleaning products; order accordingly.
- Oversee health code compliance and sanitation standards.
- Seek ways to cut waste and decrease operational costs.
- Generate weekly, monthly, and annual reports.
- Train new employees and provide ongoing training for all staff.

Housekeeping Supervisor

- Establish work standards and procedures for housekeeping staff and ensure they adhere to it.
- Take stock of available inventory so as to ensure a steady supply of work materials.
- Assign duties to workers and inspect already completed tasks so as to ensure compliance with already stated housekeeping standards.
- Make recommendations to help improve housekeeping services within the organization
- Personally carry out housekeeping duties in the case of any form of emergency/urgency, and/or shortage of staff
- Examine the building/area so as to determine areas that need repairs and/or maintenance
- Record and keep data regarding work assignments, and also prepare reports on a routine basis
- Responsible for issuing work equipment and supplies to the housekeeping staff/workers.

WORK EXPERIENCE

Company: Red Mango Philippines

Address: Eastwood City, Libis, Quezon City

Position: Coffee Barista, Kitchen and Service Crew

Start Date: July 10, 2010

End Date: December 20, 2010

Reason for leaving: End of Contract

DUTIES AND RESPONSIBILITIES

COFFEE BARISTA

- Preparing and serving hot and cold drinks such as coffee, tea, artisan and speciality beverages.
- Cleaning and sanitizing work areas, utensils and equipment.
- Cleaning service and seating areas.

KITCHEN STAFF

- Keep food preparation areas clean.
- Clean kitchen equipment and appliances.
- Receive, lift, handle and store food deliveries.
- Assist with food preparation.
- Wash dishes, pots and utensils.

SERVICE STAFF

- Order taking
- Process Payments.
- Interact with Customers.
- Use Selling Techniques.
- Clean.
- Greet Customers.
- Fill Food Orders.
- Serve Food.

WORK EXPERIENCE

Company: PNI Philippines assigned to **Greenwich Pedro Gil**

Address: Taft Avenue cor. Pedro Gil, Manila

Position: Kitchen and Service Crew

Start Date: August 15, 2008

End Date: May 22, 2009

Reason for leaving: End of contract

KITCHEN STAFF (FLAVOR)

- Responsible for preparing pizza
- Back up of raw materials
- Cleaning and sanitizing work station

KITCHEN STAFF (PASTA)

- Responsible for reheating pasta products
- Cleaning and sanitizing work station

KITCHEN STAFF (FRY/BACK UP)

- Breeding and cooking chicken
- Preparing all the raw materials during operation
- Cooking pasta noodles and sauces
- Washing the dishes
- Sanitizing all utensils
- Cleaning and sanitizing work station

KITCHEN STAFF (STOCKMAN)

- Responsible for checking and receiving stocks
- Lifting and organize stockroom
- Ensure all stock are (First in First Out) FIFO
- Inventory of all stocks dry, chilled, frozen and bakery
- Cleaning and sanitizing working station

SERVICE STAFF (DINING PERSON)

- Bussing out the table
- Serving food
- Greeting the customer
- To ensure all the customer's needs are attended
- Cleaning and sanitation of dining area

SERVICE STAFF (COUNTER PERSON)

- Greeting the customer
- Taking order of the customer
- Suggestive selling
- Preparing the order

AFFILIATIONS & CERTIFICATIONS

- **The Oracle Hotel and Residence (OJT)**
317 Katipunan Avenue Quezon City
May 05, 2014 to June 27, 2014
- **Actual Shipboard Training-2GO Travels Group, INC. (Pre-OJT)**
August 2014
- **El Pinoy Dive and Leisure Resort (Pre-OJT)**
Anilao, Mabini, Batangas
100 Hours
February 0,3 2014 to February 15, 2014
- **Food and Beverages National Competency II**
PSSA INTERNATIONAL ACADEMY INC.
TESDA Accredited assessment Center/ TESDA-UTPRAS Registered
1745 Abdon St., Otis, Brgy 843 Zone 092 Pandacan Manila
January 28,2013

SEMINARS & WORKSHOPS

- **SEMINAR TRAINING ON TOURISM QUALITY AND STANDARDS**
Lima Park Hotel
Malvar, Batangas.
August 03, 2016 to August 05, 2016
- **“Explore” Life and Leadership Coaching Seminar**
Alta Roca Mountain Resort and Convention Center
Taktak Road, Bankers Village, Brgy. Sta Cruz Antipolo City, Rizal
May 11, 2015 to May 12, 2015
- **Coffeeology “Barista Basics”**
World Citi Colleges, Quezon City
September 13, 2013

SKILLS

- Able to adopt and learn quickly demonstrate flexibility, persistence, dependable, analytical and hardworking
- Can work well both independently and as a team.
- Good decision making.
- Managing people
- Basic computer skills (MS word, MS excel, MS Power Point, MS outlook)

CHARACTER REFERENCE

Mrs. Marie Grace Alteza

Group Manger (Eugene Chua Group of Companies EGC)

Jollibee Foods Corp

0917-837-4119

Mr. Brenald Certeza

Restaurant Manager (Fortune Bee Foods Corp.)

Jollibee Foods Corp.

0977-444-9586

Mr. Leo Eustaquio

Restaurant Manager (Vita Bee Foods Corp.)

Jollibee Foods Corp.

0995-451-1860