



QUEENCY GRACE F. QUINTOS

#182 TSP BLDG., BAUTISTA ST., BAYANAN,
MUNTINLUPA CITY

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Objective

To obtain a position at a respected Food Industry Organization and to utilize the educational qualifications I've obtained. I am very eager to use my proven leadership and customer service skills to continue the company's legacy of providing high quality food and excellent customer service

Experience

• KENNY ROGER'S ROASTERS RESTAURANT

SEPTEMBER 25, 2019 - PRESENT

ASSISTANT STORE MANAGER 2

- Implement cash handling policies (cashier tendering, availability of change funds and cashier cut off procedures)
- Check availability of products and portioning of food items
- Ensure quantity and quality checks are done prior to food dispatch
- Monitor recipe adherence and inventory wastages
- Answer guest immediate queries and resolve any guest complaints
- Manage staff positioning and break schedules of the team
- Ensure proper endorsement of 5M's on management logbook
- Hire team member to complete plantilla
- Troubleshoot transaction errors on POS and card terminals
- Oversee overall operation during shift
- Read manager's logbook before shift for any endorsements
- Read Memos/ checks email for any update from different departments and checks store performance logbook
- Accomplish management readiness checklist
- Conduct table visits
- Monitor service time of food items
- Supervise feedback forms from guests
- Monitor the basic serving steps in the dining area
- Assist waiting guests/ conducts follow-ups if necessary
- Accomplish line check form
- Ensure 100% recipe card adherence
- Monitor freshness of products and its shelf life
- Coordinate w/ the team the par level guide needed for the shift
- Maintain records of stocks, repairs and maintenance and wastages
- Monitor excellent product presentation
- Monitors proper portioning of products
- Monitor availability of kitchen and dining wares
- Supervise training / cross-training of team members about station standards and food safety practices
- Make schedule of team members, riders and team leaders

- **Excellent People's MULTI-PURPOSE COOPERATIVE**

May 2016 - January 2018

Restaurant Service Lead

- Hiring
 - Coordinates with the restaurant manager regarding ideal plantilla of the store
 - Hires applicants based on the set of qualifications given by client
 - Safekeeps and organizes 201 files of new hires and existing employees
- Training and development
 - Facilitates training of new hires and cross training of existing employees
 - Prepares training calendar, training materials and training budget for store manager's approval
 - Conducts coaching sessions
- Performance appraisal
 - Monitors performance and give due recognition
 - proposes recognition programs to award performing staff
- Employee Discipline
 - Strictly implements company policies among team members
 - Follows due process in dealing with erring employees (gives show cause)
 - Gives due disciplinary actions based on employee code of conduct
 - Safekeeps incident reports/ show cause reports

Education

Course / Degree	School / University	Grade / Score	Year
BACHELOR OF SCIENCE IN HOSPITALITY INDUSTRY MANAGEMENT	CAGAYAN STATE UNIVERSITY	CUMLAUDE	2011-2015

Achievements & Awards

- 2017 MOST OUTSTANDING RSL IN SOUTH BUSINESS UNIT AREA COMPANY: SHAKEY'S PHILIPPINES DATE: DECEMBER 19,2017
- STAND AUDIT RESULT - 98.15% COMPANY: SHAKEY'S PHILIPPINES DATE: AUGUST 25,2017
- OUTSTANDING CASE PRESENTATION COMPANY: EXCELLENT PEOPLE'S MULTI-PURPOSE COOPERATIVE DATE: AUGUST 17,2016
- EXCELLENT RESTAURANT SERVICE LEAD COMPANY: EXCELLENT PEOPLE'S MULTI-PURPOSE COOPERATIVE DATE: AUGUST 17,2016

Personal Details

- Date of Birth : 06/03/1995
- Marital Status : SINGLE
- Nationality : FILIPINO

Reference

- **Jethro Rey Flogio - Kenny Rogers**

Assistant Store Manager 2

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- **Roland De Vera - Kenny Rogers**

Restaurant Store Manager

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