

Heizel Ronquillo Reyes

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Objectives:

To serve the institution by contributing to the accomplishment of its goals and purposes by utilizing the knowledge, skills and abilities I have developed through my work experiences. Willing to undergo training, a fast learner, reliable and honest.

Work Experience:

LORD SPECIALTY CAFÉ

Position: Outlet Supervisor

September 13, 2023 up to Present

IL CAFFE DI ROMA (FUSION CAFÉ LLC)

Position: Shift Supervisor

July 25, 2017- May 13, 2020

IL CAFFE DI ROMA (HMS CAFETERIA SOLE PROPRIETORSHIP LLC)

Position: Store In-Charge

May 14, 2020 – 31 August, 2023

Duties and Responsibilities:

- ❖ To manage the shift and all direct staff
- ❖ Assisting the store Manager in Maintaining the positive environment
- ❖ Provide fast, efficient and friendly service ensuring the total quality experience for both our customer and team members.
- ❖ Motivates team members.
- ❖ Make sure that all sales and operations run smoothly.
- ❖ Assign task to employees.
- ❖ Oversees opening and closing of store.
- ❖ Conduct performance reviews.
- ❖ Trains new employees
- ❖ Make sure daily production or sales goals are met.
- ❖ Takes store inventory.
- ❖ Handling customer complaints.

EMIRATES LEISURE RETAIL- Costa Coffee

Position: Barista Maestro

October 12, 2014 – June 15, 2017

Duties and Responsibilities:

- ❖ Pride in delivering brand standards.
- ❖ Coach and support team member to deliver unbeatable experience.
- ❖ Pride in delivering brand standard.
- ❖ Proper deployment of the team members, ensuring right people right place to maximize sales.
- ❖ Create a fun environment and give interest with your team member.
- ❖ Ensure that company policy being followed by the store.
- ❖ Responsible for ordering and purchasing food.
- ❖ Doing weekly and monthly Inventory.
- ❖ Delegate to empower people.
- ❖ Responsible for daily and weekly stocks ordering.
- ❖ Handling customer complaints.
- ❖ Motivate people, Build Rapport.

CONTINENTAL FOOD EST. Dunkin' Donuts U.A.E

Position: Counter Sales Person/Barista/Food server

November 01, 2009 – November 27, 2012

Duties and Responsibilities:

- ❖ Customer Service
- ❖ Supervise sales and cleaning staff
- ❖ Product Rotation (freshness)
- ❖ Health Department Compliance
- ❖ Customer Satisfaction
- ❖ Inventory of supplies
- ❖ Encoding
- ❖ Ordering and Monitoring of stocks
- ❖ Communicate and dealing with people with positive attitude

TRAINING AND SEMINARS ATTENDED:

ESSENTIAL FOOD SAFETY

(BASIC FOOD HYGIENE SEMINAR)

February 15, 2021 – February 06, 2026

BARISTA MAESTRO PROGRAMME

(Leadership Responsibility, Accountability, and Autonomy)

December 28, 2015

EDUCATIONAL BACKGROUND:

Tertiary : **LYCEUM OF SUBIC BAY**
Tourism Hotel and Resto Operation
2005 – 2007

SKILLS/COMPETENCY:

- ❖ Having a long-term vision and leading a team of other professionals.
- ❖ Work with passion and Integrity
- ❖ Providing outstanding customer service
- ❖ Dealing with others in a courteous and professional matter.
- ❖ Managing one's time effectively
- ❖ Planning and Organizing for the smooth running of operation.
- ❖ Lead by Example, to support each team member to reach their full potential.
- ❖ The ability to communicate effectively.
- ❖ The ability to appropriately delegate or assign work and tasks to others.
- ❖ Managing workload, meeting deadlines and being organized at all times.
- ❖ Ensuring that the needs of the customers are always put first and that they are provided with excellent customer service at all time.
- ❖ Having the ability to communicate and interact well with others around you.
- ❖ Ability to analyze business and think of ways to sell more.
- ❖ Working with people of diverse skill sets and professional backgrounds to achieve a common goal.
- ❖ Build rapport and give interest to team member.
- ❖ Allocating one's own time in a systematic manner to complete work efficiently.

PERSONAL BACKGROUND:

Birth Date	:	November 28, 1988
Place of Birth	:	Dinalupihan, Bataan
Age	:	35 years old
Gender	:	Female
Civil Status	:	Single
Religion	:	Catholic
Nationality	:	Filipino
Language Speaks	:	English / Tagalog

CONCLUSION & DECLARATION

I hereby that the above information is true and correct according to the best of my knowledge & experience. If ducted I assure that I would perform to the best of my abilities, early awaiting a positive response.

HEIZEL RONQUILLO REYES

