

# WARTER JOHN JONG

116 Rivercrest Crescent SE  
Calgary AB T2C4J7  
+ 1-587-664-2189  
jongwarterjohn@gmail.com

## PROFILE

My unique professional experience stems from years of providing excellent customer support, creative problem solving and building customer loyalty. Focused with food server/counter and dining/customer service/food service supervision, years of success in leadership and staff supervision. Eager to bring my skills and enthusiasm to contribute to a dynamic company.

## COLLABORATIVE AND EFFICIENT SKILLS:

- Recruitment and Hiring
- Staff Evaluation
- Regulatory Compliance
- Facilities Maintenance
- Employee Supervision
- Office Management
- Inventory Management
- Data Entry
- Report Preparation
- Administrative Management
- Business Administration
- Staff Training

## EDUCATION

### University of Negros Occidental - Recoletos | Philippines

Bachelor of Science Mass  
Communications (2002)

### Kabankalan Catholic College | Philippines

Associate in Computer Data  
Processing (1996)

## REFERENCES

Available upon request

## PROFESSIONAL EXPERIENCE

### Food Service Supervisor

**Jollibee Foods, Corp., Bacolod City, Philippines (2011 - 2023)**

- Communicated effectively with staff regarding patron food allergies and dietary restrictions.
- Reconciled daily transactions, balanced cash registers and deposited restaurant's earnings at the bank.
- Maintained inventory of supplies, equipment, and food items needed for daily operations.
- Provided leadership, insight and mentoring to newly hired employees to supply knowledge of various company programs.
- Guided trainees to boost safety and inventory waste management to meet pre-established business thresholds for operation.
- Monitored food storage, handling, preparation and delivery to maintain health and safety standards.
- Responding to customer concerns efficiently, accurately and with detailed information.

### Supervisor of Operations

**Dunkin Donuts, Bacolod City, Philippines (2004-2010)**

- Participated in subordinates' tasks to facilitate productivity or help overcome difficulties.
- Ensured compliance with all applicable laws, regulations, and standards.
- Hired and onboarded team members to meet immediate and expected demand.
- Resolved customer complaints or answered customers' questions.
- Provided leadership, insight and mentoring to newly hired employees to supply knowledge of various company programs.
- Developed and implemented policies and procedures for efficient workflow.
- Reviewed reports on employee attendance, productivity and effectiveness to evaluate performance.
- Monitored employee productivity levels to identify areas for improvement or additional resources needed.
- Maintained accurate records for tracking progress and performance of team members.
- Issued work schedules, duty assignments and deadlines for office or administrative staff.
- Guided employees in handling difficult or complex problems.

### Counter/Food Server/Dining Crew

**Dunkin Donuts, Bacolod City, Philippines (2002-2004)**

- Responded to ad hoc cleaning duties during every shift.
- Greeted guests in a friendly and welcoming manner.
- Follow proper cash handling procedures when accepting payments from customers.
- Provided excellent customer service by anticipating needs, responding promptly to requests, and following up to ensure satisfaction.
- Worked flexible schedule and extras shifts to meet business needs.