

RISSA MONZON

+63947-606-9184

rmlucena31@gmail.com

Manila, Philippines

EDUCATION

Bachelor of Science in Hotel and Restaurant Management

Far Eastern University
2014

TRAININGS

WHMIS Certification
June 8, 2024

Barista Certification
May 18, 2024

Food Safety Certification
November 19, 2023

Personal Support Worker Training
May 26, 2022

Revalida of Basic Customer Service Training
November 27, 2019

Basic Service Excellence Training
May 11, 2018

SKILLS

- Customer-Service Oriented
- Good Communication Skills
- Attention to detail
- Adaptability
- Ability to carefully read and follow directions
- Good Teamwork Skills
- Can undergo training
- Food and Beverage Preparation

PROFESSIONAL SUMMARY

Reliable and customer-focused Food Counter Attendant with experience in food service. Skilled in taking orders, preparing and serving food, handling cash transactions, and ensuring a clean and organized work environment. Strong communication and multitasking abilities with a commitment to delivering excellent customer service in fast-paced settings. Proven ability to maintain food safety standards and work collaboratively in team-oriented environments.

WORK EXPERIENCE

Barista

ZUS Coffee Philippines | June 2024 - Present

- Greet customers with a warm and friendly demeanor.
- Take customer orders and process payments using a POS system.
- Prepare and serve food and beverages according to established recipes and standards.
- Maintain cleanliness and organization of the counter area.
- Assist with food preparation as needed.
- Answer customer inquiries and provide accurate information about menu items.
- Ensure customer satisfaction by addressing any concerns or issues promptly.
- Collaborate with team members to ensure efficient operations.
- Follow all food safety and sanitation guidelines.

Food Counter Attendant

Ninja Milk Tea Shop | June 2020 - February 2024

- Managing the day-to-day operations of the store.
- Preparing and serving hot and cold beverages.
- Describing menu items and suggesting products to customers.
- Servicing customers and taking orders.
- Receiving and processing customer payments.
- Ordering and receiving stock supplies.
- Cleaning and sanitizing work area, utensils and equipment.

Property Management Assistant

De Los Santos Medical Center | October 2019 - January 2021

- Performed admin tasks and paperwork as required.
- Handled the renewal of contracts of concessionaires
- Managed the renewal of leased parking space for doctors and other employees.

Accounts Receivable Assistant

De Los Santos Medical Center | November 2018 - August 2019

- Handled hospital concessionaires and doctors' contracts, clinic rental and utilities.
- Prepared monthly billing rentals and utilities for concessionaires and doctor's clinics.
- Posting of monthly rentals and utilities to the company's database.

Administrative Assistant

De Los Santos Medical Center | March 2018 - November 2018

- Processed patients' application and needed requirements for Philippine Charity Sweepstakes Office assistance on medicines, medical procedures, and hospital bills.
- Respond to inquiries regarding the application process on medical assistance.
- Processed daily transmittal of applications through e-mail.

Administrative Assistant

Saint Jude College PHINMA | September 2017 - January 2018

- Provided administrative support such as scheduling appointments, filing records and other documents.
- Assisted student inquiries and concerns.
- Performed other duties as assigned by the Department head.

Customer Service Representative

Philippine Multi-Media Systems, Inc. | January 2015 - June 2015

- Answered calls regarding customer billing concerns, product problems, service questions.
- Responsible for maintaining a high level of professionalism with clients.
- Processed account activation, request for reconnection or new lines.
- Assisted clients with minor technical concerns.

Housekeeping Intern

Sofitel Philippine Plaza | May 2014 - August 2014

- Assigned to different areas within the department such as the Uniforms section, Sewing area, Laundry area, Linen and Supplies, Admin, and guest rooms.
- Assisted Room Attendants in cleaning the guest rooms, and replenishing supplies and other items.