

# Dennis Manansala

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## JOB DESCRIPTION

*Responsible for providing excellent customer service to diners. Greeting and seating guests, providing menus, and explaining daily specials. Taking orders accurately. Serving food and drinks promptly and ensuring the presentation is appealing. Monitoring tables to ensure guests are satisfied and handling any issues. Maintaining cleanliness and organization in the dining area. Working as part of a team with kitchen staff and other servers and create a positive dining experience for guests and maintain high service standards.*

## WORK EXPERIENCE

### **SERVER** **May 2020 – February 2024**

*BANCO DE ORO EXECUTIVE LOUNGE - Seven Golden Spoons by Hizons*

Interacted with customers in a warm and friendly manner, addressing their needs and preferences. Took orders, served meals, and ensured a smooth and enjoyable dining experience.

### **SERVER** **Apr 2018 – Nov 2018**

*MV MARINER OF THE SEAS – ROYAL CARIBBEAN CRUISE LTD.*

Delivered outstanding customer service in a maritime setting, catering to the needs of passengers. Increased onboard dining revenue through upselling and personalized recommendations.

### **SERVER / MESSMAN** **Oct 2015 – Aug 2016**

*MV MARIBELLA – YIALOS MANNING AGENCY*

Demonstrated product knowledge by recommending menu choices and answering customer inquiries. Responsible for the setup and arrangement of tables, contributing to an inviting atmosphere.

### **SERVER / MESSMAN** **Sep 2014 – Jul 2015**

*MV MARIETTA – YIALOS MANNING AGENCY*

Interacted with customers in a warm and friendly manner, addressing their needs and preferences. Took orders, served meals, and ensured a smooth and enjoyable dining experience.

### **SERVER** **May 27, 2013 – Dec 13, 2013**

*MV THOMSON DREAM- BIBBY SHIP MANAGEMENT*

Worked collaboratively with colleagues and kitchen staff to ensure smooth operations. Efficiently managed multiple tables, ensuring timely service and a positive atmosphere.

### **SERVER** **November 25, 2011 – October 2, 2012**

*MV THOMSON DREAM- BIBBY SHIP MANAGEMENT*

Delivered outstanding customer service in a maritime setting, catering to the needs of passengers. Increased onboard dining revenue through upselling and personalized recommendations.

**SERVER** **December 7, 2010 – October 15, 2011**

*MV THOMSON DREAM- BIBBY SHIP MANAGEMENT*

Demonstrated product knowledge by recommending menu choices and answering customer inquiries. Responsible for the setup and arrangement of tables, contributing to an inviting atmosphere.

**SERVER** **APRIL 1, 2010 – MAY 20, 2010**

*KUWAIT PALACE – AL ASSAL MANPOWER SERVICES*

Worked collaboratively with colleagues and kitchen staff to ensure smooth operations. Efficiently managed multiple tables, ensuring timely service and a positive atmosphere.

**SERVER** **November 10, 2009 – MARCH 25, 2010**

*BANCO DE ORO EXECUTIVE LOUNGE- Seven Golden Spoons by Hizons*

Interacted with customers in a warm and friendly manner, addressing their needs and preferences. Took orders, served meals, and ensured a smooth and enjoyable dining experience.

**SERVER** **April 7, 2007 – October 6, 2009**

*CHELSEA MARKET AND CAFÉ – PRIME POWER MANPOWER SERVICES*

Worked collaboratively with colleagues and kitchen staff to ensure smooth operations. Efficiently managed multiple tables, ensuring timely service and a positive atmosphere.

## **TRAININGS**

**All About Wine** **June 2018**

*MV Mariner of the Seas — Royal Caribbean Cruise LTD.*

**Hospitality Stewardship Course** **January 2010 — February 2010**

*J. Palma Professional Institute Inc. — Pasig City, Philippines*

**Barista** **July 2009**

*Asian Touch International Training Center — Makati City*

**Basic Housekeeping Operational Skills** **February 2006**

*Primepower Manpower Services — Makati City*

**Introduction to Customer Service** **June 2007**

*Foodparks by Raintree — Pocom Tower Makati city*

**Basic Waiter Service Training** **July 2006**

*Hizon's Catering — Hizon's Compound Quezon City Philippines*