

Winaline M. Cueva

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WORK EXPERIENCE:

November 2016- present

**Le Meridien Abu Dhabi
Abu Dhabi National Hotels
Food and Beverage Coordinator**

Duties Performing as F&B Coordinator:

- Coordinating to other Head of Department with the requirements of the hotel
- Assisting the Outlet Managers on reservation, payment request, payroll matters, media permit
- Support for the Food and Beverages operational requirements
- Support in selecting right candidate for the vacant post in F & B
- Key person in Department of Culture and Tourism permit requirements of the hotel
- Ensuring that the operation of 9 outlets has been assisted in their administration requirements.
- Coordinating with the guest and outlet managers to ensure that all the requirement of the events, party functions, operations are running efficiently and cost effectively.
- Currently acting as **Executive Secretary**
- **Working as Departmental Trainer for F & B**
- Taking minutes of the meeting for Head of Departments
- Working hand in hand with P&L report with F & B Outlet Managers and Finance

Skills gained:

- Developed Interpersonal communication skills
- Had a crossed training as Duty Manager ensuring the whole hotel are running smoothly in absence of General Manager.

October 2012- August 2016

Spinneys Abu Dhabi LLC.
Catering Services Division
Site Accountant/ Site Supervisor/ HR Coordinator

Duties Performed as HR coordinator: (August 2013- September 2014)

- Planed and coordinated all aspects of catering, including meeting with clients, service activities, sanitation, and fiscal responsibilities.
- Monitored the performance of the catering division through verification and analysis of customer satisfaction systems and financial reports
- Trained workers in methods of performing duties and assigns.
- Coordinated work of employees to promote efficiency of operations (Monthly site report, Balance Score Card)
- Mobilised staffs for new locations (new business)
- Ensured the staffs grievances has taken an action
- Recruitment and selections of staffs as per the requirements of the division
- Ensured all the documents for new joinee has been registered to the payroll
- Prepared all the HR Letters (offer letter, warning letter, termination letter, resignation acceptance etc.)
- Prepared all the documents needed for all staffs out of payroll

Duties Performing as Site Accountant:

- Making and processing LPOs,
- Booking Invoice,
- Monitoring delivery by delivery checklist
- Preparing petty cash voucher
- Preparing monthly billing for daily mandays
- Storekeeping
- In charge for cash sales daily billing and stocks verification

Duties Performing as Site Supervisor:

- Key person in the location (Abu Dhabi Housing Authority/ National Center of Meteorology and Seismology / Brighton College Abu Dhabi/ Al Taweelah Power Plant) for overall operation of the catering facility.
- Ensuring that the location is getting the goods and services from the supplier for the best price and value
- Coordinating with the supplier and Purchasing Department to ensure that all the supplies requirement of the location are running efficiently and cost effectively.
- Taking action in the non compliance items, reporting to the Purchasing Dept. in HO and Finance Dept. in HO using the **Integrated Management System of the Company**, understanding and keeping up the new products and regulations in the business.
- Using **ISO 22000:2005 FOOD SAFETY MANAGEMENT and HACCP**- to ensure food safety management of products at all times.
- Cutting any waste and unnecessary cost to create streamline process and fast production times (reporting the slow moving items and do action by transferring to other location or by returning to the supplier)
- Keeping the Daily Food Cost (DFC) low as per the target percentage set by the company.
- Building strong working relationships with the client, both internally and externally
- Contract Management and negotiation as per the company policy.
- Understanding, implementing technologies, processes, policies and procedures to support the purchasing processes using the combination of **IMS Policy (Integrated Management System) and SAP system**.
- Supervised serving of meals
- Coordinated the operation to the client and the management.
- Developed sanitation schedule and ensures catering service employees adhere to company's standard of operation for food handling and storage

September 2010- January 2012

**Royal National Hotel - United Kingdom
Front Office Receptionist**

Duties Performed:

- Customer Service.
- Helped people to make reservations by managing available rooms.
- Issued room keys, and solved any problems that may arise during the course of a stay.
- In charge of collecting room payments and settling accounts.
- Able to handle add room charges for things such as newspapers and food delivery, fees for damage to the property and charges for missing items.
- Ensured the guests needs are met, sending them supplies when requested, and even storing their valuables.

Skills gained:

- Processing credit cards.

- Able to work and communicate for anything a guest needs.
- Handling a number of different tasks at once.

February 2010- April 2012

West One Foods-United Kingdom

Franchised of McDonalds

Crew Trainer

Duties Performed:

- Responsible for training our crew members for their day-to-day work serving customers
- Assessed crew members' skills and offer them extra help with any tasks they may have problems with

Skills gained:

- Developed Interpersonal communication skills
- Developed organizational and analytical abilities which is required to successfully schedule the correct number of workers for each shift.

June 2006- July 2009

Tanauan Shoppers Mart- Philippines

Executive Secretary

Duties Performed:

- Sits in the Weekly meeting, taking down notes.
- Responsible in Proper Filing of General Correspondences.
- Handled Personal File and Information of the General Manager
- Updated Records of Employees Information's for the General Managers reference.
- Filed and retrieved corporate documents, records and reports.
- Prepared responses to correspondence containing routine inquiries.
- Recorded all transactions made everyday.
- Contacted Shareholder and Stakeholders in person and by telephone.
- Handled and screened of incoming calls, incoming/outgoing documents and correspondences, faxes, invoices and courier packages.
- Provided routine secretarial activities such as filing, scanning, photocopying.

Skills gained:

- Ability to work under pressure
- Taking responsibility
- Ability work and communicate with managers and peers
- Team working
- Ability to work in a busy atmosphere

EDUCATION & QUALIFICATIONS:

February 2010- January 2012

The City and Guilds of London Institute-

United Kingdom

Level 2 NVQ Diploma in Intermediate Apprenticeship in Hospitality and Catering in Hospitality, Passenger Transport, Travel and Tourism Sector

June 2002-April 2006

Lyceum Institute of Technology

Philippines

Bachelor of Arts in Communication
Full time- 4 years course completed
(UAE Attested and authenticated)

PERSONAL ATTRIBUTES:

Punctual / Polite / Quick Learner / Trustworthy / Able to communicate with different people / Hard-working person

LANGUAGES:

Filipino – mother tongue /

English – very well (good speaking, reading and writing skills)/

Italian – basic understanding.

COMPUTER SKILLS:

Microsoft Office (Word, Excel, PowerPoint, Access, Outlook)

SAP (**System Analysis and Program Development**), ***HR USER GROUP** (Payroll, Staff details, Renumeration etc.)***SITE BASE** (SAP- Production Planning, Cost Analysis, Stock Take, Creating LPO using SAP, Invoice Booking, Petty Cash Voucher etc.)

Oasys- for F& B attendance and payroll

Prologic- for Attendance and Payroll

Adaco- for Purchasing requisition

PERSONAL INFORMATION: Single/ Birth date: September 29, 1985

[**UAE driving license available.**](#)