

CV
 Name : **RHODORA BOLECHE OLFINDO**
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Career Objective

To build the career in food service industry by applying all the knowledge and skills to create something new and also working hard to keep the good image of the company.

Work Experience

Position : **Cashier cum Receptionist/ Captain Waitress**
 Address : Al Arrab Restaurant (Lebanese Cuisine)
 Silicon Oasis Branch
 Zorba Hospitality Group
 Dubai United Arab Emirates
 Start Date : **March 20, 2017 - Present**
 Job Tasks : Assisting manager work, monitoring staff, check the hygiene of the restaurant.
 Handle customer inquires and complain report to the manager.
 Answering the telephone call, deliveries, take away enquiries.
 Accepting delivery order from on line Zomato, Talabat, Uber Eats, Delivero & Careem Now.
 Controlling cost, checking stocks, supplies & ask the chef item 86.
 Greeter and welcoming guest.
 Assist them to their prospective table.
 Any recommendation or suggestions like: Rice, noodles, seafood etc.
 Received food and drinks orders punch thru POS & serve guest request to the standard required.
 In Serving the food by polite manner with service etiquette.
 Learning the names of building relationships with the regular guest.
 Ensure timely delivery of all food & beverage items to guest.
 Checking satisfaction by asking if they enjoying their meals and service.
 Recommending some dessert, coffee or tea.
 Observe body language of the guest if ready for payment.
 Provide service excellent towards our customer.

Position : **Cashier/ Supervisor (Trainee)**
 Address : Le Petit Café LLC (French Café Shop)
 Al Souq Mall Fishing Harbour
 Jumeirah Beach Road, Umm Suqeim 2
 Dubai United Arab Emirates
 Start Date : **January 11, 2017 – March 10, 2017**
 Job Tasks : Handling cashier drawer opening and closing.
 Familiar with all cash handling & credit card payment procedures.
 Report to the manager if any POS problem.
 Preparing daily operation, checking staff, and restaurant hygiene.
 Providing a warm welcome for customers.
 Handle customer inquires and complain report to the manager.
 Provide service excellent towards our customer.

Position : **Management Trainee**
 Address : Sushi Tei Pavilion Branch (Japanese Cuisine)
 ST-Taiken SDN BHD
 Phileo Damansara 1
 Petaling Jaya Selangor Darul Ehsan
 Malaysia
 Start Date : **August 20, 2013 - December 09, 2016**
 Job Tasks : Prepared paper works, ensured smooth daily operation.
 Assist the managerial works & monitoring staff.
 Briefing staff in 5 to 10 minutes morning and afternoon shift during out pick hour.
 Weekly roster schedule report, HR procedure & etc.
 Weekly labor report (Update Punch Card).
 Weekly hand over checklist submission.
 Daily sales remittances report.
 Controlling cost, checking stocks, supplies & Item 86.

Conducting training for Food, D&D knowledge, promotion item 86.
Provide training & orientation for new joined staff.
Handle customer inquiries & complaints.
Provide service excellent towards our customer.

Position : **Supervisor**
Address : Sushi Tei Pavilion Branch (Japanese Cuisine)
ST-Taiken SDN BHD
Phileo Damansara 1
Petaling Jaya Selangor DarulEhsan
Malaysia
Start Date : **August 21, 2010 – August 20, 2013**
Job Tasks: : Prepare paper works.
Report to manager or higher position about daily operation.
Briefing staff 5 to 10 minutes morning and afternoon shift during out pick hour.
Handling petty cash & purchase request
Weekly ordering (Drinks & Desserts) & dry goods.
Monthly stationery ordering.
Inventory drinks & dessert, complimentary Item (weekly & monthly)
Weekly costing report.
Weekly maintenance issues report.
Monthly CCU Inventory.
Weekly meeting minutes report.
Monthly disciplinary report.
Ensuring staff follow the Company Standard or SOP.
Weekly restaurant hygiene report (Spring Cleaning).
Weekly hostel hygiene report.

Position : **Service Crew**
Address : Light House Beach & Bistro
Sunway Lagoon Theme Park
Bandar Sunway Petaling Jaya
Petaling Jaya Selangor DarulEhsan
Malaysia
Start Date : **March 3, 2010 – December 09, 2010**
Job Tasks: : Welcoming the customers.
Taking order by using point soft system.
Alert about products promotions, upselling / Item 86.
Taking order by using point soft system.
Handle customer inquiries/ follow up orders.
Try to achieve monthly target.
Clearing and set up the table setting according to type of cuisine.
Serving VIP's if got function in side Sunway Lagoon.
Give a good service to the customer.

Position : **ICT (Information Communication Technology) Coordinator**
Address : Burgos Integrated School
Burgos Basey, Samar Philippines
Start Date : **June 1, 2007 – March 31, 2008**
Job Tasks: ; Conducted Basic Computer System with Team mates & Faculties
Assisted Computer Classes for graduating High School Students.
Assisting the school Administrator for the reports and other important documents.
Computer Operator/ Encoder

Position : **Computer Operator**
Address : Municipal Planning & Development Office
Local Government Unit
Basey, Samar Philippines
Start Date : **May 2, 2005 – May 31, 2007**
Job Tasks: : Assist in conducting Barangays consultative meeting/ assembly for Barangay related projects (INFres; Farm to market road team member assisting the projector.)
Conducted Validation & Orientation Seminar for every Barangay.

Conducted Yearly survey for every Barangays.
Digitizing Maps for every Barangays.
Computer Operator/ Encoder.

Position : **Secretary**
Address : Red Sun (Domingo Beltran Enterprises)
LS-11Tutuban Center Mall
Tondo Manila Philippines
Start Date : **January 01, 1999 - October 30, 2001**
Job Tasks : Monthly inventory for the stocks
Attendance for my co-staff and agent
Accepting Purchase Order from customer
Checking the cash machine for the sales.
Make payroll for every 15/days.

Position : **Secretary**
Address : Club Roman (Hartfort Corporation)
San Marcelino St. Malate
Manila Philippines
Start Date : **January 2, 1998 - December 29, 1998**
Job Tasks : Checking the attendance for sales clerk.
Monthly collector for every consignor Department Store.
Assist making payroll sometimes bookkeeping.
Assist in giving monthly salary for the staff.

Certificates and Awards

October 07, 2016 **Certificate of Recommendation (Experience Letter)**
January 19, 2015 **Certificate of Long Service**
January 13, 2014 **Certificate of Appreciation (Best Staff of the Year)**
December 16, 2013 **Certification Attendance (Duties and Responsibilities)**
January 10, 2011 **Certificate of Appreciation (Best Staff of the Year)**
Sushi Tei Malaysia
ST-Taikem SDN BHD
Kuala Lumpur Malaysia

Personal Information

Language Spoken : English, Tagalog, Bahasa Malayo and little Arabic
Fluent in Oral and Written English
Date of Birth : September 25, 1973
Marital Status : Single
Nationality : Filipino
Height : 156 cms.
Weight : 110 lbs.

Educational Background

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| Highest Educational Attainment | B. S. Clinical Nursing Medeserve Tech Career Institute Sampaloc, Manila Phils. 1991 – 1995 | Junior Secretarial Leyte Colleges Tacloban City, Phils. 1989 – 1991 |
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Personal Skills

Microsoft Office Application MS Word, MS Excel, MS Power Point & Web Designing)
Typing/ Stenography
Telephone Operator

Assisting Patient
Integrated Hotel & Restaurant Services
Caregiving & Household Services

Regards,
RHODORA B. OLFINDO