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Career Objective: To find a job wherein I can utilize and improve my skill and to employ in a company that motivates me to exert effort that would redound to the company and myself.

Work History

Larte Restaurant and Lounge LLC – Manarat Al Saadiyat Galleries, Abu Dhabi, UAE
October 2017 – present: Restaurant Supervisor

- Provided restaurant guests with friendly and professional service, excellent food quality and consistency of execution in an attractive, well-maintained environment.
- Worked varied shift schedule including lunch and dinner shifts, opening, and closing the restaurant several times a week.
- Addressed complaints and resolved problems with both staff and guests.
- Responsible for managing register receipt counts, petty cash and bank deposits.
- Orchestrated all social functions to including private parties, business meetings and formal engagements.
- trained new employees to ensure consistent quality service for guests.
- Directed Bartending operations, overseeing seamless beverage service
- Managed all day to day operations for the bar and restaurant.
- Highly intuitive with inventory control and money saving strategies, while providing the guest the highest level of customer satisfaction.
- Developed signature drinks.
- Created and implemented purchasing manual for the restaurant
- Established bar guidelines to be followed throughout service
- Monitor and conduct weekly liquor inventory and purchase all beer, liquor and wine orders

Emirates Leisure Retail - Left Bank Madinat Jumeirah, Dubai, UAE
July 2010 – October 2017: Bar Team Leader

- Deliver excellent customer service at all times.
- Running the shift and to supervise good Guest service and serve Guests According to Outlet standard in order to ensure Guest satisfaction.
- Monitor hygiene and cleanliness standards in the outlet and upkeep of all service equipment as per outlet standards.
- Monitor sales and cost of outlet and trend of ongoing promotions.
- Contribute new promotional ideas in order to increase Guest covers and revenue.
- Speak to customers to ensure that they are satisfied with the services.
- Resolve Guests' complaints directly or consults with Outlet Manager to maintain Guest satisfaction.
- Deal with weekly inventory, ordering and deliveries and loss or damages and reports to the outlet manager.
- Assist in keeping wastage to a minimum by the correct pouring and measurement of products .
- Maintain personal knowledge by completing in-house training and workbooks.
- Identify training needs and propose training plans in correlation with outlet manager in order to maintain professionalism.
- Monitor duty Rota on weekly basis in order to meet operation needs.
- Always adhere to all company policies and procedures and licensing laws.

- Attend daily briefing or meeting and ensure proper communication down to team to ensure Guest inquiries.
- Carry out instructions given by the management team and head office .
- Acts as a role model at all times and leads by example earning the respect of his team.
- Displays exemplary time management ensuring the majority of time is spent on the bar driving the team & improving standards.

Western Digital Corporation, Dubai, UAE

February 2010 – July 2010: Merchandiser / Sales Promoter (Indoor) – Hard drives

- Demonstrated and explained to customers the different features/Specifications of the products.
- Ensured sales transaction is complete i.e. the products sold are billed/invoiced and paid.
- Attended to the customers' complaints (if any), or guided them to the concerned manager if necessary.
- Ensured all display items are clean and in good condition. Checked the inventory and reported to the supervisor on regular basis.

ABS-CBN Middle East, The Filipino Channel (TFC), Dubai, U.A.E.

May 2009 – February 2010: Customer Service Representative

- Responsible for outbound and inbound calls for U.A.E (TFC subscription).
- Completed requests timely and accurately for Bigatin Cards (Privilege card).
- Sold product and placed customer orders in computer system.
- Identified, researched and resolved customer issues using the computer system.
- Researched Billing Issues and misapplied payments.
- Completed call logs and reports.
- Provided customers with product and services information.
- Recommended process improvement.
- Promoted events.
- Customer Service frontline functions.
- UAE Technical Support dispatches with prompt time table SLA Installer monitoring.

Dubai First, Dubai, U.A.E.

November 2008 – March 2009: Relationship Officer

- Reported to the Sales Development Manager daily for submissions of application collected at the end of the day.
- Promoted the product/ discussed the benefits, the procedure, requirements and set an appointment to the client through phone.
- Searched the market to seek an eligible client.
- Responsible for sighting of true copies and eligibility of documents of the client needed to apply a credit card as per policy from the company to avoid fraud.
- Responsible for meeting the client to collect all the documents needed as per company policy to apply a credit card.

Pierre Cardin (Paris Group Int'l L.L.C) - Dubai, U.A.E.

February 2005 – October 2008: Sales Consultant

- Supervised the shop during the absence of the Manager.
- Assisted the needs of each customer and provided solutions to their complaints if any.
- Responsible for merchandising and display of items (suits, jackets, coats, shirts, and other accessories).
- Handled cash and cash register making sure that all transactions are all accurate.

Education

Emirates Aviation College, Dubai

Airline Passenger Handling Foundation
December 22, 2004

Holy Angel University – Pampanga, Philippines
Bachelor of Science in Computer Science
1997 – 2001

Computer Skills

Internet, MS Word, Excel, PowerPoint, Outlook, software and hardware trouble shooting.

Professional Development

Micros in Motion (Business Intelligence Suite version 8)
Person In charge level 2 training completed
WSET (Wine & Spirit Education Trust) level 1 completed
Bartending Course completed at MMI bar Academy Dubai U.A.E.
Stock management training completed
P&L (Profit and Loss) training completed