



## PERSONAL

### Email address

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### Telephone number

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### Address

Bldg. #29, Al Falah Street, Abu Dhabi

### City/Town

Abu Dhabi

### Date of birth

May 21 1994

## SKILLS

Inventory Management



POS Management



Customer Service



Training & Development



# Eliza Borlongan

Diligent Assistant Manager with 3+ years of experience dedicated to inspiring employees, creating happy customers and maintaining operational efficiencies. Enjoys discovering methods designed to improve workflow and generate additional revenue.

## WORK EXPERIENCE

### Assistant Manager

Jul 2018 - Sep 2021

McDonald's (Emirates Fastfood Co. LLC)

- Ensure top quality of food and services are provided to the customers at all times.
- Listen to customer complaints regarding the quality of service and respond immediately to any complaint related to food safety.
- Properly executes all food safety sanitation and practices.
- Shift supervising, opening and closing of the store and banking procedure.
- Controls food component, labor, waste and cash while managing the shift.
- Staff training and development, scheduling and payroll.

### Crew Trainer

Jul 2017 - Jul 2018

McDonald's (Emirates Fastfood Co. LLC)

- Trained and develop new crew members to deliver outstanding service to the customers.
- Helped the managers in monitoring and controlling wastages as well in doing inventory and monitoring stocks.
- Updating the expiration tracking of all products in a weekly basis.
- Taking the orders of the guest and enter to the POS accurately and fixed any customer complaint regarding the service.

### Service Crew

Jun 2015 - Jul 2017

McDonald's (Emirates Fastfood Co. LLC)

- Opening and closing procedure in the restaurant.
- Taking the order of the guest and enter to the POS accurately.

## STUDIES AND CERTIFICATES

### Bachelor of Science in Business Administration

Jun 2010 - Apr 2014

Nueva Ecija University of Science and Technology , Philippines

