



# MARLON ESPINO JIMENEZ

**Acting Operation Manager  
CATERING**

## About Me

I am fully committed, capable and confident individual who possesses the required vision, ability, drive and enthusiasm needed for successful in hospitality management.

Highly organized and consistent individual who can quickly comprehend complex and difficult scenarios.

Problem solver and natural team leader, Strick personality in very professional manner.

Born leader and attention to details. Highly motivated and dependable person.

## PERSONAL ABILITIES

- Strong leadership skills
- Excellent communication skills
- Effective problem-solving abilities
- Strategic planning and decision-making skills
- Ability to multitask and prioritize tasks efficiently
- Strong organizational skills
- Attention to detail
- Good time management skills
- Ability to work well under pressure
- Team management and collaboration skills
- Adaptable in any situation
- Team Motivator
- Strong background in Banquet Service

## CONTACT



**+974-5540-34-33**



**marlonjimenez755@gmail.com**



**Building 35 Zone 31 Street 913 Umm  
Lekbah  
arkrealestatewll@gmail.com/44626034**

## **Acting Operation Manager**

**April 2024- February 28, 2025**  
**Qatar National Convention Centre**  
**PO Box 8397 DOHA, Qatar**

As the acting operation manager, my duties and responsibilities include planning, preparing, and serving food and beverages for events, parties, and functions. This involves coordinating with clients to determine their catering needs, creating customized menus, managing inventory and supplies, and overseeing food preparation and presentation. I am also responsible for ensuring food safety and sanitation standards are met, handling customer complaints and feedback, and maintaining a clean and organized workspace. Additionally, I may be required to work with a team to set up and break down event spaces, transport equipment and supplies, and provide exceptional customer service to ensure a seamless and memorable experience for our clients

### **Work Summary**

#### **Pre-Event**

- \* Confirm event details with client: date, time, location, guest count, menu, and special requests
- \* Review event layout and logistics: space setup, seating, audio-visual equipment
- \* Order supplies and ingredients: linens, plates, utensils, decorations, food and beverages
- \* Coordinate with vendors: audio-visual, photography, entertainment
- \* Plan staff assignments: servers, bartenders, kitchen staff

#### **\*\*Event Day\*\***

- \* Set up event space: tables, chairs, linens, decorations
- \* Receive and inspect deliveries: food, supplies, equipment
- \* Manage kitchen operations: prep work, cooking, plating
- \* Serve food and beverages to guests: ensure timely service and quality control
- \* Manage cash handling and point-of-sale transactions
- \* Monitor event progress and make adjustments as needed

#### **\*\*Post-Event\*\***

- \* Clean and break down event space: remove trash, wash dishes, store equipment
- \* Complete financial reports: sales, expenses, profits
- \* Follow up with client: survey feedback, thank-you notes
- \* Review event for opportunities for improvement
- \* Update inventory and supplies for future events

## EXPERIENCE

### **Restaurant Manager**

**Jan 2019 - March 2024**

### **Assistant Restaurant Manager**

**Nov 2015 - Dec 2018**

### **Restaurant Supervisor**

**Nov 2014 - Oct 2015**

### **AMLAK HOLDING QATAR FOUNDATION**

**PO Box 8397 DOHA, Qatar**

- **Chef's Garden Restaurant**
- **Qatar National Library Restaurant**
- **Safahat Coffee Bar and Bakeshop**
- **Café 34 (Education City Golf Club)**
- **Spider Café (QNCC)**

- To ensure the proper flow of the operation.
- To keep the high standard satisfaction of our Guest.
- To maintain the safeness of our Value Customer in terms of Food and beverage.
- To keep my team on High Spirit Level while working.
- To maintain the SOP in the Operation.
- To ensure my Team following the SOP and Hygiene protocol
- Maintain Balance daily Schedule.
- Up to Date communication with my Team.
- Checking all upcoming Event/Early preparation is a must.
- Checking Daily Communication from the Management and conveying to the Team if necessary.
- Weekly deep Training and Briefing.
- Checking the cleanliness of whole Restaurant
- Cutting cost without compromising the output
- Ensuring incoming staff complies with company policy
- Training staff to follow restaurant procedures
- Maintaining safety and food quality standards
- Keeping customers happy and handling complaints
- Keeping track of employees' hours
- Recording payroll data
- Ordering food, linens, gloves and other supplies while staying within budget limitations
- Supervising daily shift operations
- Ensuring all end of day cash outs are correctly completed
- Coordinating daily front- and back-of-house restaurant operations
- Controlling operational costs and identifying ways to cut waste
- Appraising staff performance
- Interviewing/recruiting new employees
- Interacting with guests to get feedback on product quality and service levels

### **BAR and RESTAURANT SUPERVISOR**

### **ETIHAD TOWER JUMEIRA HOTEL**

**ABU DHABI United Arab Emirates**

**+971 2 811 5555**

**Etihadtowers.Info@ConradHotels.com**

### **LI BEIRUT FINE DINING RESTAURANT**

**JAN 2012 - NOV 2014**

- Ensuring the bar and staff operate efficiently
- Upholding high hygiene standards
- Reconciling banking
- Marketing and promoting products
- Creating weekly work schedules
- Maintain inventory and stock
- Assist in the hiring and training of new employees as well as the continuous training of existing staff
- Oversee both front and back of house operations, including wait staff, kitchen crew, and bussing staff
- Maintain high-quality food standards
- Provide exceptional customer service and lead staff to do the same
- Respond to customer complaints quickly and resolve them effectively
- Identify methods our restaurant can use to cut waste, decrease costs, and improve profits
- Manage the work schedules of our restaurant's staff

### **BARTENDER**

### **AL RAHA BEACH HOTEL**

**P.O. Box 38616 Abu Dhabi United Arab Emirates**

**T:+971 2 508 0555**

**MARCH 2008 - DEC 2011**

- Provides a pleasant drinking experience to customers.
- Serves drinks while maintaining a clean and sanitary bar area.
- Attends to the detail and presentation of each order.
- Prepares and maintains ingredients by following recipes.
- Adheres to proper alcohol handling, sanitation, and safety procedures, and maintains appropriate dating, labeling, and rotation of all beverage items.
- Coordinates daily supply inventory for bar and submits orders to supervisor; assists with receipt of deliveries.
- Contributes to daily, holiday, and theme drink menus in collaboration with supervisor.
- Ensures smooth operation of bar services during absence of supervisor.
- Completes cleaning according to daily and weekly schedules, including dishwashing as needed.
- Listens to customer complaints and suggestions and resolves complaints.

## EXPERIENCE

### CAPTAIN WAITER

#### AL HAMRA BEACH AND HOTEL RESORT

RAS AL KHAIMAH, United Arab Emirates

NOV 2005- JAN 2008

- Greet and escort customers to their tables
- Present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies)
- Prepare tables by setting up linens, silverware and glasses
- Inform customers about the day's specials
- Offer menu recommendations upon request
- Up-sell additional products when appropriate
- Take accurate food and drinks orders, using a POS ordering software, order slips or by memorization
- Check customers' IDs to ensure they meet minimum age requirements for consumption of alcoholic beverages
- Communicate order details to the Kitchen Staff
- Serve food and drink orders
- Check dishes and kitchenware for cleanliness and presentation and report any problems
- Arrange table settings and maintain a tidy dining area
- Deliver checks and collect bill payments
- Carry dirty plates, glasses and silverware to kitchen for cleaning
- Meet with restaurant staff to review daily specials, changes on the menu and service specifications for reservations (e.g. parties)
- Follow all relevant health department regulations
- Provide excellent customer service to guests

## EDUCATION

### BS. Agricultural Business Management

School year 1998-2001

PAMPANGA AGRICULTURAL COLLEGE  
Magalang Pampanga Philippines

## REFERENCE

Will be provided upon requested.

## TRAININGS

- HACCP Level 1 & 2
- Risk Management
- Business Continuity Management
- Annual Procurement Planning
- Supervisory Development Program
- Wine and Spirit Educational Training Level 2
- Lobster Ink
- Food Hygiene Training
- OHSAS Awareness
- Train the Trainer certified
- Fire Basic Training
- Basic First Aid Training

## SKILLS

- Exceptional communication and networking skills Successful working in a team environment, as well as independently
- Ability to work under pressure and multi-task --Ability to follow instructions and deliver quality results
- Team Oriented and Organized
- Commercial Aware, Profitable thinking and -Creative
- Natural Leader
- Problem solver
- Team Motivator
- Trustworthy
- Networking
- Working with compassion



INTEGRITY | SAFETY | EXCELLENCE

**AEGIS SERVICES**

INTEGRITY | SAFETY | EXCELLENCE

# Certificate

This is to certify that

**MARLON ESPINO JIMENEZ**

has successfully completed the course

**HACCP**

**AWARENESS TRAINING**

**On 17<sup>TH</sup> NOVEMBER, 2024**

**MUHAMMAD HADEEL SHEIKH**  
MANAGING DIRECTOR

Course No: ISOA/720-Certificate No: AS-ISOA-801580

طابق: ٨٠٠-٤٤٥٧٨-٩٧٤ | موبيل: ٩٧٤-٣٣٧٧٢٣٤٦٦ | عنوان: ص.ب.: ٢٧١١١، مكتب رقم: ١٠، الطابق ١٥، البنك التجاري للاتصالات الخليج العربي، الدوحة، قطر  
Phone: +974-44528080 | Mobile: +974-33723466 | Fax: +974-44528030 | Website: www.aegis.qa | Email: enquiry@aegis.qa  
Address: P.O. Box 27111, Office Number 10, Floor Number 15, Commercial Bank Plaza, West Bay, Doha, Qatar

# CERTIFICATE

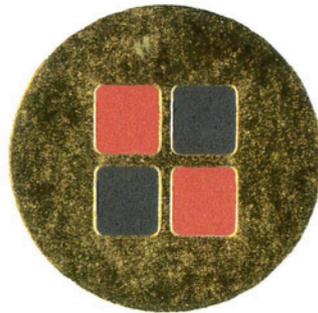
This certificate is to confirm that  
**MARLON ESPINO JIMENEZ**

has successfully attended the course  
**FRENCH A1**

conducted by Excellence Languages Centre  
**Dated 20th August 2024**



Director  
Learning and Development



EXCELLENCE LANGUAGES CENTRE  
[www.excellence.qa](http://www.excellence.qa)  
[info@excellence.qa](mailto:info@excellence.qa)

+974 4038 6460  
Doha, State of Qatar

Verify this certificate by emailing  
[reference@excellence.qa](mailto:reference@excellence.qa)  
this 10 digit reference

# Certificate of Completion

is awarded to

**Marlon Jimenez**

For completing all the course requirements for Fire Warden Awareness  
Training, conducted by Qatar Foundation – Health, Safety, & Environment  
(QF HSE) Directorate.

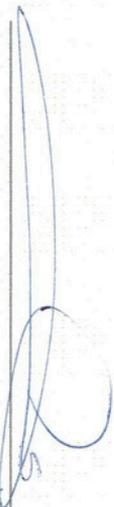
مايكل مارسد  
مساعد منسق الطوارئ



**Michael Merced**  
TSS-QF Emergency  
Coordinator

لاستيفائه متطلبات الدورة التدريبية حول توعية مر اقي الحريق من تنظيم إدارة الصحة والسلامة  
والبيئة في مؤسسة قطر.

عبد العزيز مراد  
مدير



**Abdulaziz A. Murad**  
Manager  
Fire Prevention & Emergency  
Management Department