

JOHN PHILLIP BASAS HERVERA

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Professional Summary

I am a highly trained professional with experience in both **customer service** and **food server** position. I am committed to producing great results. I am dedicated to providing excellent client experiences and driving business growth through a results-driven strategy and good interpersonal skills. I am able to form solid, long-lasting relationships with both clients and colleagues.

Career Profile & Skills

- Strong leadership and organization skills.
- Team player.
- Outgoing personality
- Open minded and flexible.
- Ability to deal professionally with guest complaints.
- Positive attitude at all times.
- Fluent in written and spoken English.
- Possess ability to lead and make decisions.
- Good administrative skills.
- Experienced in coaching subordinates.
- Work with international team members.

Working History

Waiter/Barista
Cafe42 • Doha Qatar

October 18, 2021 – July 14, 2025

Duties and Responsibilities

- Welcoming customers, informing them about specials or new items, answering questions, and accepting orders and payments.
- Prepare hot and cold beverages; such as coffee, espresso drinks, teas and smoothies.
- Provide and package menu items for either on premise consumption or take-out
- Accurately take customer orders including all preferences
- Responsible for setting up work-station in a timely manner and restocking supplies and equipment and reporting repairs as needed.
- Maintains safe and healthy work environment by following organization standards and sanitation regulations.
- Monitor proper operation of brewing and other food equipment; resolve and/or report any equipment problems promptly for resolution
- Provide customer feedback and response to new menu items to store management
- Help maintain and keep all serving, food & beverage preparation and common areas sanitary and clean

Head Waiter
Alfardan Ganden's 5 • Doha, Qatar

June 8, 2014 - Oct 15,2021

Duties and Responsibilities

- Present customers with food/beverage recommendations, take their orders and relay to kitchen and/or bar staff accordingly
- Supervise and serve food/beverages according to the brand's set procedures and standards to ensure outstanding customer service
- Take charge of customers' bill payments and complaints and escalate complex issues to the Supervisor
- Supervise and follow up on the execution of food/beverage preparation techniques in accordance with the brand and report non-conformities to the Manager
- Participate in achieving set targets for the brand shop
- Participate in the restaurant's opening / closing duties, including counting / recording tips while ensuring the respect of the norms and internal standards
- Prepare and send the daily order to the storekeeper to refill the needed items
- Conduct, upon need, briefings for the assigned team members

Waiter
The New Century Seafood Restaurant • G/F Century Park Hotel Adriatico St. Malate Manila, Philippines

May 2011- December 2013

Duties and Responsibilities

- Serve food to guests by preparing and serving menu items
- Provide service to guests, including greeting and seating guests, removing dirty and empty dishes, refilling beverages, replacing glassware, and taking and clearing guest meals
- Provide assistance as needed during busy periods
- Maintain a clean and sanitary work environment
- Ensures guest needs are met
- Ensures employees provide guests with an exceptional customer service experience
- Maintains smooth operations by complying with all company policies and standard operating procedures
- Follows all company policies and procedures
- Ensures that all equipment is used properly
- Ensures employees’ reports are complete and accurate
- Follows all company safety policies and procedures

Educational History

Inter Global College • *Bachelor of Science and Marine Transportation* • Lucena City, Philippines • 2008-2011

Alabat National High School • Alabat Quezon, Philippines • 2004-2008

Alabat Elementary School • Alabat Quezon, Philippines • 1998-2004

Training and Certificates

Doha Driving Academy • Driver License, State of Qatar • March 14,2024 – Present

Barista Class that encompasses on Specialty coffee, Basic Espresso making & Latte Art • Vulcan Academy

Basic Safety Training Course; Personal Survival Techniques, Fire Prevention and Fire Fighting, Elementary First Aid, Personal Safety and Social Responsibility • Far East Maritime Foundation Inc • Manila, Philippines • March 12, 2018 - March 20, 2018

Basic Safety Training Course • Magsaysay Training Center • Manila, Philippines • October 04-12, 2010 • October 12, 2012

On the Job Training-Basic Safety Training and Instruction Course • February 28, 2011

National Service Training Program • Inter-Global College Foundation Inc • Lucena, Philippines • March 18, 2009

370th Naval Reserve Officers Training • Lucena City Philippines • March 18, 2009

Character References

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