

Romeo Jr. Malate dela Cruz

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Professional Summary:

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. Food service professional adept at FOH and BOH operations. Demonstrated team leader with excellent staff management skills.

Employment History:

27 February 2024 – 28 November 2025

Asst. Manager

Hollywood Stars Restaurant

Gulf Center for Hospitality

Doha, Qatar

- Assist the Restaurant Manager in all aspects of restaurant operations.
- Supervise and support staff to ensure excellent customer service.
- Train, mentor, and schedule team members.
- Handle customer complaints and resolve issues promptly.
- Monitor inventory and order supplies as needed.
- Ensure compliance with health, safety, and sanitation regulations.
- Help in achieving sales targets and cost control goals.
- Oversee opening and closing procedures.
- Maintain a clean, organized, and welcoming environment for guests and staff.
- Prepare reports on sales, labor, and performance metrics as needed.

July 2021 to August 2023

Kitchen Manager

The Dough Source Restaurant






Abha, Saudi Arabia

- Maintain restaurant's revenue, profitability and goals
- Coordinate daily restaurant operations
- Appraise staff performance provide feedback to improve productivity
- Organize and supervise shifts
- Control operational cost and identify measures to cut waste
- Respond efficiently and accurately to complaints
- Ensure compliance with sanitation and safety regulations.

03 February 2020 - 12 August 2020

Shift Supervisor

McWilson Corporation (GRINGO Chicken & Ribs)
Sto. Domingo, Quezon City

-  Create and implement daily game plans to achieve daily sales targets.
-  Provide good customer service beyond customer expectations.
-  Manage trainings for FOH/BOH Staff and Job induction of the MT.
-  Manage labor costs at a minimal level.
-  Manage the timekeeping and Payroll process of the store.

06 September 2016 - 01 December 2019

Restaurant Supervisor

Life with Cacao (Universal Foods Co. LLC)
Ardiya Industrial Area, Kuwait

Supervisor Duties and Responsibilities:




-  Ensure customer satisfaction through promoting excellent service; respond to customer complaints tactfully and professionally
-  Seek ways to cut waste and minimize operational cost
-  Generate weekly, monthly, and annual inventory.
-  I worked with the management team to implement the proper division of responsibilities.
-  Achieved results by working with staff to meet established targets.
-  Monitored workflow to improve employee time management and increase productivity.
-  Set overall vision and provide team leadership.

29 June 2013 - 16 March 2016

Shift Supervisor

Starbucks (M.H. Alshaya Co.)
P.O. Box 26910, Adliya, Kingdom of Bahrain

Shift Supervisor Duties and Responsibilities:

-  Supervise a function within the division to achieve business goals and objectives.
-  Maintain internal systems to ensure quality and continuity of standards, including the delivery of internal external service level agreements.
-  Follows operational policies and procedures, including those for safety and security, to ensure the safety of all partners during each shift.

- ✚ Maintains a calm demeanor during periods of high volume or unusual events to keep store operating to standard and to set a positive example for the shift team.
- ✚ Understand the main KPI in relation to my role and check my performance against them.

16 June 2011 - 15 June 2013

Inventory In-Charge

Jasmi's Corporation
 Seef District P.O box 2415
 Manama, Kingdom of Bahrain

Inventory Duties and Responsibilities:

- ✚ In-charge checking store inventory, preparation of requisition, and ordering according to store's product requirements.
- ✚ Preparing reports and other performance analysis documentation as required by the Head Office and/or by the Store Manager.
- ✚ Overseeing store maintenance, cleanliness, and security.

06 September 2007 – 26 September 2008

Waiter/Barista

Icings (Cakes, Bread, and Coffee)
 SM (Hypermarket)
 Brgy.Ugong, Pasig City

Barista Job Description:

- ✚ Making delicious and relaxing coffee.
- ✚ Knowledgeable in making different type of coffee (e.g., latte, cappuccino, espresso)
- ✚ Ensure Customers satisfaction.
- ✚ Make coffee according to the customer's request.
- ✚ Attentive to customers' needs.

Trainings Attended / Certificates:

Certified Food Handler	Ministry of Public Health	Expiry: 04 Nov 2027
Food Safety for Managers	Starbucks Coffee	December 2015
Certified Shift Supervisor	Starbucks Coffee	October 2014
Certified Barista Trainer	Starbucks Coffee	September 2014

Certified Barista

Starbucks Coffee

September 2013

Educational Background:

College Undergraduate

Technological University of the Philippines

Field of Study: Electrical Engineering (Instrumentation and Control Engineering Technology)

Skills:

- Team player and ability to work under pressure
- Inventory control and record keeping
- Staff management and scheduling
- Point of Sales (POS) system operation
- Cost management
- Passion for customer service and satisfaction

Personal Data:

Age: 44 yrs. old

Date of Birth: December 16, 1980

Birthplace: Malabon, Metro Manila

Gender: Male

Height: 5'6"

Marital Status: Single

Citizenship: Filipino

Qatar I.D.: 28060834599

Expiry: 26 February 2026

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

Romeo Jr. Malate dela Cruz