

ANGELO TORNO BALISI



BASIC INFORMATION

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OBJECTIVE

Dedicated Customer Service Professional with practiced interactive skills to deliver premium customer service to clients. Offering collaborative and adaptive skills to work seamlessly with team members in a fast-paced environment to drive the attainment of collective goals.

PERSONAL DETAILS

Nationality : Filipino
Age : 29 years old
Date of Birth : February 05, 1995
Civil Status : Married
Visa Status: Residence Visa

WORK EXPERIENCE

Restaurant Supervisor

March 2023 - Present

MAR LOUNGE - Abu Dhabi, UAE

- Boosted customer satisfaction and service delivery to strengthen customer loyalty.
- Maintained accurate records of sales, labor and other costs.
- Supervised staff to confirm that all food and beverage orders were promptly and accurately prepared.
- Monitored staff performance, enforcing adherence to policies, procedures, regulations, health codes, license requirements and top service standards.
- Controlled food costs and managed inventory.
- Disciplined and motivated staff to achieve challenging objectives in fast-paced culinary environments.
- Identified and addressed customer complaints to promote satisfaction and loyalty.

Sales Admin Cum Procurement Officer

January 2021 - November 2022

KOREA & EMIRATES BUILDING MATERIAL TRADING LLC

- Provided administrative services, including phone and email correspondence, making copies and handling incoming and outgoing mail and faxes.
- Answered and managed incoming and outgoing calls while recording accurate messages for distribution to office staff.
- Interacted with vendors, contractors and professional services personnel to receive orders, direct activities and communicate instructions.
- Identified and recommended changes to existing processes to improve accuracy, efficiency and quality service.
- Developed and strengthened supplier relationships.
- Maintained current understanding of pricing structures, market conditions and trends in industry.

- Set up and negotiated contracts to obtain favorable pricing and delivery structures.
- Researched new vendors and partners to obtain most cost-effective pricing for goods
- Carefully read and interpreted requisition orders to understand specialized terms and requirements.
- Prioritized important customers by reviewing logistics and handling shortages, delivery schedules and office functions.

Costumer Service Representative- Sheikh Zayed Grand Mosque

December 2019 – March 2021

SECURIGUARD MIDDLE EAST

- Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance.
- Answered questions and addressed, resolved or escalated issues to management personnel to satisfy customers.
- Identified and challenged potentially unauthorized individuals for screening and detention in order to prevent access to restricted areas.
- Warned offenders about rule infractions and violations and verbally evicted violators from premises.
- Performed deep searches and pat-downs to look for unauthorized materials and items such as weapons.

Customer Service Representative / Waiter

August 2016 – December 2019

ARMED FORCES OFFICERS CLUB & HOTEL

- Performed complete opening, closing and shift change duties to keep restaurant working efficiently and teams ready to meet customer needs.
- Shared knowledge of menu items and flavors, enabling customers to make personal decisions based on taste and interest.
- Maintained table settings by removing courses, replacing utensils and refilling beverages promptly and courteously.
- Stayed up to date on menu changes to offer current and accurate information, answer questions and help customers select optimal meal choices based on individual preferences.
- Cleaned and coordinated cleaning of indoor and outdoor dining spaces- wiping tables, placing trash in receptacles and replenishing supplies.
- Stored food in designated containers and storage areas to increase shelf life, improve kitchen organization and provide easy access during busy peak service times.

Dinning staff

August 2015 – May 2016

CANTINETA ITALIAN RESTAURANT – Philippines

- Took customer orders and relayed to kitchen staff with accuracy, circulating dining room to identify service opportunities.
- Set up and broke down buffet and other self-service areas, organizing components in logical and visually pleasing manner.
- Cleaned and sanitized food areas and dining tables according to applicable regulations and organizational standards.
- Contributed to friendly and professional dining environment by communicating politely and effectively with guests to assess and meet needs.
- Checked dining area supplies, including linens and wrapped silverware, and replenished low stock.

Housekeeping Staff

June 2014 – June 2015

BURNHAM SUITE – Philippines

- Removed bed sheets and towels from rooms and pre-treated stains to maintain and restore linen condition.
- Kept building entryway glass clean and polished for professional presentation.
- Serviced bathrooms, including cleaning, sanitizing and supply replenishment.
- Engaged with guests on room requirements and amenities to promote overall satisfaction.
- Restocked room supplies such as facial tissues for personal touch with every job.
- Disposed of trash and recyclables each day to avoid waste buildup.
- Accepted accountability for all assigned building keys, master keys and access cards.
- Carried linens, towels, toilet items and cleaning supplies using wheeled cart for maximum efficiency.

SKILLS AND COMPETENCIES

CERTIFICATES (National Certificates)

- Food and Beverages NC2
- Bread and Pastry NC2
- Commercial Cooking NC2
- Bartending NC2
- Housekeeping NC2

SKILLS

- Front Office/ Receptionist
- Customer Service
- Critical thinking and problem solving.
- Teamwork and collaboration.
- Professionalism and strong work ethic.
- Oral and written communications skills.
- Logistics
- oracle and ERP Software
- Sapaad Restaurant POS

EDUCATION

Hotel and Restaurant Management - Diploma

Baguio City School of Arts and Trades (TESDA)

June 2012 - September 2015