

JOHN NICOLE LABOR ESPIRITU

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CORE COMPETENCY

- ☒ Fluency in English with excellent written and verbal communication.
- ☒ Comprehensive background in customer service and commitment in customer satisfaction.
- ☒ Excellent in time management, problem solving, planning and organizing.
- ☒ Excellent in selling, upselling of product / service that leads to meet the quota.
- ☒ Excellent in data management, preparing correspondence, revising documents and distributing mail.
- ☒ Proficient in Computer Literate (MS Word, Excel, PowerPoint and Outlook)
- ☒ Accustomed to take issues with confidentiality

CAREER HIGHLIGHTS

Position Held: **Store Supervisor**

Name of Company: **_Black Pearl Tea House Philippines**

Period of Employment: **May 2022 to November 2023**

Duties and Responsibilities:

- Showing employees how to proper start.
- Proper use and clean our machine and workplace
- Coordinates with vendors and order supplies.
- Maintain updated records daily, weekly and monthly revenues and expenses.
- Keeps management informed by submitting activity, daily and monthly report.
- Coordinate sales target with the team member
- Informing customer regarding to the new products and promotions.

Position Held: **1. Guest Experience Leader/ Local Store Marketing
2. Service Crew/Cashier**

Name of Company: **Mc Donald's Philippines**

Period of Employment: **April 2020 to April 2022**

Duties and Responsibilities:

Guest Experience Leader/Local Store Marketing

- develops and execute marketing plans
- initiate plans that will help stores achieve target sales
- creating plans to increase foot traffic and market share
- receiving events like birthdays and any occasion
- preparing Large Food Order that takes away

Service Crew/Cashier

- Greet the customer in a friendly manner.
- Answer customer inquiries regarding products or services.
- Taking and serving orders of our world's famous food and drinks
- Keeping work spaces and guest service neat and clean

<i>Position Held:</i>	Sales Utility Clerk
<i>Name of Company:</i>	The Sm Store (SM Group Of Companies) Philippines
<i>Period of Employment:</i>	October 2019 to March 2020

Duties and Responsibilities:

- Greet and welcome customers
- In charge in answering customer's inquiries.
- Assist customer finding the products they are looking for.
- Answering and provide information on product, returns and store policies
- Keep management inform by submitting daily transaction and daily sales, monthly sales and recommendation to improve increase the sales.

<i>Position Held:</i>	Assistant Manager Bar Captain
<i>Name of Company :</i>	Upper Deck Sports Pub and Restau Philippines
<i>Period of Employment:</i>	October 2018 to September 2019

Duties and Responsibilities:

- **Assistant manager-** maintains inventory, determines employees' schedules, maintains budget and monitor cost and overseas planning
- **Bar Captain-** creates drinks and food menus, ensures bar is well-stocked and clean, maintains drinks recipe documentation and process payments taken care of all sales transactions from ordering to payment.

On-the-Job Internship

- **BURGOS NATIONAL HIGHSCHOOL ISABELA, PHILIPPINES**
 - **Bookkeeper-** apply quality standards, perform computer operations maintain an effective relationship with clients and customers, journalizing transactions preparing trail balance and financial reports review internal control system.
- **HAP CHAN TEA HOUSE AND RESTAURANT, QUEZON CITY PHILIPPINES**
 - **Receptionist-** answering the telephones, taking and maximizing bookings. Meeting and seating guest. Delivering excellent customer service skills and handling guest complaints, request and inquiries.
 - **Bar Attendant-** memorizing the drinks menu pouring and mixing alcoholic and non-including juices beer and serving in customer friendly and polite manners.
 - **Food Checker-** scan and checking loaded trays carried by waiter/waitress.
- **MICROTEL SUITES AND INN NUEVA ECIIJA PHILIPPINES**
 - **HOUSEKEEPING-** cleans and sanitizes hotel and guest rooms, vacuums and sweep floor, carpets and rugs, make beds and change linens, sanitizes bathrooms, shower, toilets sink and countertop, replenish toiletries and towels, empty trash receptacles.
 - **Front Office** – receiving guest contact at time of arrivals and perform various functions like reservation, reception, registration, rooms assignments, bills and settlement of the guest.

C R E D E N T I A L S

Degree Earned: BOOKKEEPING
 Gragasin Polytechnic College, Philippines
 Technical and Vocational Education and Training Earned

Date of Completion: December 2023

Degree Earned: Bachelor's Degree in Hospitality Management
 National University, Philippines
 Bachelors Degree Unit Earned

Date of Completion: April 2018

ACHIEVEMENT AND RECOGNITION

CERTIFIED BOOKKEEPER

Philippine Competency Examination December 2023 competency assessment Passer
Cert:23023103016289

PERSONAL DATA

<i>Gender</i>	: Male
<i>Civil Status</i>	: Single
<i>Age</i>	: 26 Yrs. Old
<i>Date of Birth</i>	: August 5, 1997
<i>Visa Status</i>	: Visit Visa
<i>Nationality</i>	: Filipino