



PERSONAL INFORMATION

Age: 44 years old
Civil Status: Single
Nationality: Filipino
Religion: Roman Catholic
Language:

- English
- Tagalog (Mother Tongue)

Visa Status: Company Visa

CONTACT

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+971 50-2541073

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Al Fallga Building, Flat 105,
Al Karama, Dubai, UAE

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SKILLS HIGHLIGHTS

Capable of understanding how systems are used to provide efficient support.

Demonstrated outstanding customer orientation using strong communication skills.

Fully committed to providing the highest possible standards of customer service and support.

Well-developed skills in prioritizing, decision-making, time management, and verbal/written communication skills.

JUDITH R. JOSE

EDUCATION

Bachelor of Industrial Technology

Major in electronics Engineering Technology
Pablo Borbon Memorial Institute of Technology,
Batangas City, Philippines
Status: Graduate of Bachelor's Degree
Year: April 1999

CAREER SUMMARY

With strong communication skills, meticulous attention to detail makes me an ideal candidate for Store In-Charge / Asst. Manager role. No matter the industry, successful service derives from building trust and understanding with people. I am highly motivated and had experienced of customer service and professional supervision of operations for almost 18years in the field of F&B and customer service industry.

WORK EXPERIENCE

Position: Store In-Charge / Asst. Manager
Company: Al Sayer Retail Establishment – Caribou Coffee
Location: Dubai, United Arab Emirates
Year: July 2014 – March 2024

Position: Shift Supervisor
Company: Al Sayer Retail Establishment – Caribou Coffee
Location: Dubai, United Arab Emirates
Year: August 2012 – June 2014

Position: Customer Service / Cashier cum Barista
Company: Al Sayer Retail Establishment – Caribou Coffee
Location: Dubai, United Arab Emirates
Year: March 2011 – July 2012

Duties and Responsibilities:

- Managing operations.
- Tracking finances.
- Ordering supplies.
- Resolving customer issues and building customer loyalty.
- Preparing inventory stocks and sales reports.
- Ensuring high levels of customer's satisfaction through excellent services.
- Preparing foods, such as sandwiches or baked goods, and grinding and blending coffee beans, brewing coffee and tea, and serving items to customers.

Position: Greeter / Cashier cum Barista

Company: GRAND MIDWEST GRP. OF HOTEL APARTMENT (MEDIA CITY)

Location: Media City, Dubai, UAE

Year: August 2009 – February 2011

Duties & Responsibilities:

- Preparing foods, such as sandwiches or baked goods, and grinding and blending coffee beans, brewing coffee and tea, and serving items to customers.
- Packaging food and beverages for sale.
- Selling coffee and tea blends and brewing equipment, highlighting the differences between items, and educating customers about brewing methods.
- Cleaning and restocking work and dining areas, emptying trash and sanitizing equipment and utensils.
- Learning about brewing methods, beverage blends, food preparation, and presentation techniques to improve food quality.
- Updating signage and displays to attract customers.
- Taking inventory and replenishing items in display cases, at tables, or behind the counter.
- Working as part of a fun, high-energy team.
- Adhering to all food safety regulations and quality controls.

Position: Waitress / Greeter cum Cashier

Company: Grand Moov Hotel

Location: Deira, Dubai, UAE

Year: August 2006 – August 2009

Duties and Responsibilities:

- Greet and guide guests to their respective tables.
- Provide menu and thorough information about food preparations when asked (e.g. about portions, ingredients, or potential food allergies).
- Make tables ready by setting up table runners, cutlery, and glasses.
- Inform customers about the days specials.
- Suggest menu options when asked.
- Take precise food and alcoholic beverages guidelines to place the order.
- Use of POS ordering software.
- Converse order particulars to the kitchen staff.
- Deliver food and drink orders.
- Check dishes and kitchenware for cleanliness and presentation and report any problems.
- Organize the table and keep up a neat and clean dining area.
- Provide checks and gather bill payments.
- Carry used plates, glasses, and cutlery to the kitchen for washing.