

JOHN VINCENT MENDOZA

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CAREER OBJECTIVE:

- ☞ A customer-oriented professional with extensive knowledge and experience in managing busy environment, thus considering a suitable job that will be give me an opportunity to apply and enhance my ability that will contribute on the growth and continuous success of the organization.

QUALIFICATION:

- Handling valid driving license with broad knowledge on different locations.

SKILLS/CHARACTERISTICS:

- Management, Leadership and Supervision
- Customer Service & Phone Etiquette
- Efficiency & Time Management Skill
- Ability to work under pressure and prioritize tasks
- Product Recommendations
- Attention to Detail
- Teamwork and Flexibility
- Cash handling Policies & Product Knowledge

EMPLOYMENT HISTORY:

Sept 2019 – Feb 2024

Supervisor

**Safartas Restaurant and Deli LLC, Roadhouse American Diner
Marwa 3, Al Khan Corniche – Shj**

Duties and Responsibilities:

- Assist in screening, hiring and training new employees as well as continuous training and support with existing staff.
- Supervision of front and back of house operations including staff's work schedule, food preparation, serving and presentation to ensure smooth flow of work and excellent service are achieved.
- Regular inspections of the kitchen to ensure high-quality food standards are maintained and oversee staff's compliance with all health code and sanitation requirements.
- Exercise effective management skills and achieve exceptional customer service thus developing strategies for improving our customer's dining experience.
- Checking in on customers about quality of food and dining experience to further improve customer service fulfilment.
- Responding to customers complaint in a professional manner and ensure that it will be resolved effectively at the earliest.
- Monitoring restaurant's daily cash flows and maintaining inventory of supplies ensuring essentials are adequately stocked.

September 2016 – September 2019

Barista/Waiter/Cashier

**Safartas Restaurant and Deli LLC, Roadhouse American Diner
Marwa 3, Al Khan Corniche – Shj**

Duties and Responsibilities:

- Welcoming and greeting customers in a friendly and professional manner.
- Demonstrate a thorough understanding of all the menus and suggesting products to customers based on their preference.
- Taking customer orders and serving food and drinks ensuring the order is made correctly by kitchen staff and looks presentable for guests.
- Preparing and serving hot and cold drinks by following prescribed recipes and preparation techniques for coffee, tea and other specialty beverages.
- Accurate handling of cash and credit card payments while following cash-handling procedures and using a point of sale (POS) system for transactions.
- Respond to questions, concerns, and complaints in a polite and efficient manner.
- Keeping the work environment clean and organized, maintains safe and healthy work environment by following organization standards and sanitation regulation.
- Maintain inventories and replenishing items in display cases, at tables, or behind the counter.
- Performing shift duties like delivering racks of cups to the service station, rolling silverware, pre-bussing tables, wiping tables, removing debris etc.

March 2014 – June 2016

Electrician

Abu Dhabi Airport Planning and Development

Abu Dhabi, U.A.E.

Duties and Responsibilities:

- Install, maintain, and enhance electrical systems and components, including fuses, lights, and wiring.
- Inspect, test, and diagnose issues with electrical systems and components.
- Inspecting transformers, circuit breakers, and other electrical components.
- Perform all work in a manner that meets and follows electrical codes, blueprints, and standards.
- Troubleshooting electrical issues using appropriate testing devices.
- Repairing and replacing equipment, electrical wiring, and fixtures.
- Performing general electrical maintenance.

SUMMARY OF EDUCATION:

- **Secondary Education** – Lipa City National High School

CHARACTER REFERENCES:

Available upon request.

I hereby certify that the above information's are true and correct to the best of my will and knowledge.

Mendoza, John Vincent M.