



# FRICH BERG LEGASPI

Waiter (Front Of House Server)

Phone

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Email

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Address

Dafan Al Khor, RAK, UAE

## Summary

Versatile and customer-focused Front of House Waiter with four years of experience in the hospitality industry, complemented by roles as a Pastry Assistant and Cake Decorator. Known for consistently receiving excellent reviews from satisfied customers, highlighting professionalism, attentiveness, and dedication to exceeding expectations. Demonstrated proficiency in providing exceptional service, upselling menu items, and collaborating with team members to ensure seamless operations. Additionally, experienced as an Office Assistant, possessing strong organizational and administrative skills.

## Skills

- Cashiering Skills
- POS System Proficient
- MS Office Literate
- Computer Literate
- Exceptional Customer Service
- Baking
- Cake Decorator

## Training & Certificate

- **Basic Barista Training**  
Tucano Coffee Shop | 2019
- **Commercial Cooking Assessment**  
TESDA NCII
- **Bartending Assessment**  
TESDA NCII
- **Bread and Pastry Production Assessment**  
TESDA NCII
- **Green Skills for Green Jobs**  
Mt. Malarayat Golf & Country Club | 2012
- **Heritage and Eco-Tourism**  
Lipa Taal Batangas | 2012
- **ISHRM Tourism EXPO**  
Harbor Garden Sofitel Phil. Plaza | 2011
- **Explore Tourism Program**  
Canyon Cove Beach Resort | 2011
- **Beyond Skin Deep-Personality Dev't**  
Island Cove Hotel and Leisure Park | 2009
- **Stay and Learn Program**  
Manila Diamond Hotel | 2009
- **Hotel Orientation Program**  
Sofitel Philippines Plaza | 2009

## Experience

### Waiter (FOH Server)

2022 - 2024

Off The Hook Seafood Restaurant  
Manar Mall, Ras Al Khaimah

- Received excellent reviews from customers for outstanding service.
- Welcomed guests warmly.
- Taking customer orders accurately and efficiently.
- Maintaining a clean and organized dining area.
- Handle cash and credit card transactions accurately.
- Ensure customer satisfaction by addressing any concerns or complaints.

### Cake Decor Maker

2019 - 2021

Chocolala - Factory Area

Al Jazeera Freezone, Ras Al Khaimah, UAE

- Creating high-quality fondant decorations.
- Trained the newly hired decorators.
- Demonstrated expertise in pastry preparation techniques and adherence to food safety standards.
- Setting up equipment and working independently.
- Making cake decorations before the deadline.

### Waiter (FOH Server)

2017 - 2019

De Galera Marinero

Al Hamra, Ras Al Khaimah, UAE

- Provide excellent wait service to ensure satisfaction.
- Taking customer orders and delivering food and beverages.
- Apply a positive suggestive sales approach to guide guests.
- Coordinate with kitchen staff to deliver accurate food orders.
- Process payments via cash or cards in POS system.

### Pastry Assistant

2015 - 2016

J.Co Donuts and Coffee, Philippines

- Assist the Head Chef to produce pastries on time and in line with Company standards.
- Prepare all required pastry recipes as instructed.
- Assist in ensuring that all pastries and desserts meet the established quality standards in terms of taste, appearance, and texture.
- Collaborate closely with the head pastry chef to execute daily tasks and ensure the smooth operation of the pastry department.
- Keep kitchen area and tools clean.

### Office Assistant

2013 - 2014

Kaizen INC., Philippines

- Create and update records ensuring the validity of information.
- Compiled, sorted, and verified the accuracy of data before it was entered.
- Secured information by completing database backups.
- Performed the task of encoding data and files.
- Stored completed documents in appropriate locations.

## Education

### Bachelor of Science in Hotel and Restaurant Management

International School of Hotel and Restaurant Management (ISHRM)

Graduated Year 2014

Bacoor City, Cavite City, Philippines