

# JOHN EXZEQUIEL MELCHOR

Bu Tina, Sharjah, United Arab Emirates | +971567362701 | jemelchor@yahoo.com



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## INTRODUCTION

Experienced F&B Professional seeking to apply strong customer service, leadership, and operational skills in a different and new industry, driving growth and delivering results.

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## EXPERIENCES

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December 2024 - Present

### Happy Paws Veterinary Clinic

#### Internship / Part Time

- Greet guests and clients as they arrive.
- Answering incoming phone calls and emails.
- Scheduling client appointments.
- Issue invoices for services & medications rendered by the veterinarian,
- Sending reminder to client a day before their appointment.
- Updating client and pet information.

March 2024 - December 2024

### Spinneys Supermarket: Waitrose & Partners Dubai Mall

#### Deli Department Supervisor

- Oversee daily operations of the Deli Department including Product Freshness, Availability, Presentation, Sales.
- Ensure that all equipment are operational and well-maintained.
- Monitor inventory levels and reorder products to maintain appropriate stocks while minimizing wastage.
- Implement and maintain quality control standards to ensure the freshness and appeal of deli products.
- Train and supervise staffs.
- Develop and manage employee work schedules to ensure adequate staffing levels.
- Conduct performance reviews, coaching sessions, and disciplinary actions when needed.
- Provide outstanding customer service by resolving inquiries and complaints in a professional and timely manner.
- Train staffs on customer service techniques and product knowledge.
- Manage Shrinkage and Waste Reductions through efficient inventory control and staff training.
- Ensure all staff are trained and adhere to food safety and sanitation guidelines.

#### Deli Production / Deli NPD Assistant

October 2020 - March 2024

- Help in the development of product samples, testing, and adjustment as

necessary.

- Prepare and Assemble deli items, such as Sandwiches, Platters, Hot Foods, Salads, Cheese Platters and specialty products, following recipes and quality standard.
- Assist customers with product selections, inquiries, and special requests.
- Monitor and replenish product displays to ensure they are well-stocked, visually appealing, and organized.
- Properly store used and unused ingredients and prepared items in accordance with Food Safety Standards.
- Communicate product needs, updates, or issues to the Department Head.

January 2018 – July 2020

### **Emirates Flight Catering: Foodpoint**

#### Hot Kitchen Production / Assistant Team Leader

- Assisting in the preparation of meals, including chopping, slicing, portioning ingredients according to recipes and instructions.
- Assemble food trays and meal packs for flights, ensuring accuracy and quality.
- Ensure all prepared foods meet the airline's quality standards, and dietary requirements.
- Communicate any assistance needed and reporting to Demi Chef or Sous Chef to ensure SOPs are followed.
- Assist in overseeing the daily operations of the hot kitchen, leading and motivating a team of chefs, cooks, and kitchen assistants.
- Provide training and guidance to new staff and assist in the ongoing development of kitchen personnel.
- Ensure that food is cooked and presented according to client-specific dietary requirements, allergen guidelines, and airline menu preferences.
- Address and resolve any quality issues promptly to ensure all meals meet or exceed the expectations of airline clients and passengers.
- Assist in managing kitchen inventory, including ordering, receiving, and tracking food and kitchen supplies.
- Ensure efficient stock rotation (FIFO) and minimize waste.

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## **EDUCATION**

March 2018 - June 2019	Culinary Studies
May 2015 - June 2017	Associate in Information Technology
March 2012 - May 2015	Bachelor of Science in Computer Science

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## **REFERENCES**

Available Upon Request.