

**MARK VILLEGAS DAGUPLO**

**#48 Lorong 25A Geylang 04-02**

**Singapore 388266**

**Mobile No. 87425410**

**Email:** [**mdaguplo@gmail.com**](mailto:mdaguplo@gmail.com)

**FIN: G7206349Q**

**Work experience:**

**January 2017 to present**

**Stuff’]d Ventures Pte. ltd.**

**Outlet Manager**

* Manages the over-all operations of the assigned store and subsidiary outlet.
* Consistent in handling principal accountabilities as a duty manager
* Supervise subordinates to maintain smooth operation of outlet.
* Responsible for all stocks inventory and ordering.

January 2014 to January 2017

Starbucks Singapore

Shift Management

* Help store manager for daily operation.
* Accountable for all the loss and gain of profits.
* Supervises and train new hired partners.
* Responsible for all the stocks inventory and ordering
* Attend customer’s queries and complaints with tactful manners.

May 2013 to Dec.2013

Gusttimo World Inc.

Outlet Manager

* Supervises store staff and implements company policies and procedures regarding attendance, tardiness, schedules, store uniforms, proper conduct, customer service etc.

**April 2010 to April 2013**

**Shaw Theatres/concession**

**Movie house/ premiere lounge**

**Outlet manager**

* Consistent in handling principal accountabilities as a duty manager
* Implements approved policies and procedures (Standard Operating Procedures) as directed and given by the Head Office in terms of sales services, stock keeping, product display and store staff handling in the store.
* Manages the over-all operations of the assigned store and subsidiary outlet.
* Attends to minor and major repairs and maintenance requirements of the outlet in coordination with Engineering Departments.
* Manages the over-all operations of the assigned outlet and subsidiary outlet.
* Supervise subordinates to maintain smooth operation of outlet.
* Ensure cleanliness at all times
* Responsible for all stocks inventory and ordering
* Responds to the needs, problems, queries of the customers

**Store Staff Administration:**

* Supervises store staff and implements company policies and procedures regarding attendance, tardiness, schedules, store uniforms, proper conduct, customer service etc.
* Checks and monitors store staff ROSTER.
* Monitors overall performance of store personnel and recommends action for transfer, suspension, termination, replacements, promotions and the like.
* Gives tips/training to store personnel pertaining customer service and selling techniques.

**Stock Keeping and Inventory:**

* Maintains proper stock position so as to maintain enough stock levels in the store.
* Monitors fast and slow moving items, in order to facilitate the re-ordering of the fast moving items and the pull out of the slow moving lines.
* Performs other duties and responsibilities that may be assigned from time to time.

**December 21, 2009 to March 30 2010**

**Burger king bon foods pte.ltd.**

**Trainee manager**

* Trained in back of house area as grill man, pantry man
* Trained in front of house as cashier.
* Trained as shift manager cash handling, ordering and overall shift monitoring.

**August 2005, 2005 to September 01, 2009**

**KFC Philippines (KFC Gateway mall)**

**Junior Assistant Restaurant Manger**

* Handles customer complaints during shift.
* Gives quality floor supervision at all times.
* Responsible for proper implementation of all restaurants Programs.
* Gives timely evaluation to superior on its effectiveness.
* Responds to the needs, problems, and queries of the Customers.
* Consistent in handling principal accountabilities as a Duty manager.
* Responsible for scheduling, positioning of the crew.

**September – February 2005**

**Makati Sports Club Inc. Salcedo village Makati**

**Assistant cook**

* Responsible in preparing cook food
* Make sure that the food well served, and meet the standard Quality.
* Implement sanitary procedure in handling food help the chef at all times.

**January- July 2004**

**Max’s Restaurant SM Bicutan**

**Cook**

* Cook the order of the costumer.
* Make it’s sure that the food served was pass the Standard Quality of head cook.
* Responsible in proper stocking of raw materials.
* Implement sanitary procedure in handling food

**April- September 2003**

**Victoria court Hotel Cuneta Ave. Pasay City**

**Cook**

* Cook the order of the guest.
* Make sure that the food was meeting the expectation of guest.
* Responsible in controlling, and stocking of raw materials.
* Implement sanitary procedure in handling food all the time

**Education:**

**Qualification :** Restaurant Management

**Field of Study :** B.S. Hotel & Restaurant Management

**University :** Arellano University

**Date of Graduation :** October 2002

**Personal Data:**

**Date of Birth :** March 31, 1981

**Age :** 31 years old

**Spouse name :** Melanie B. Daguplo

**Daughter’s :** Micaella Marie B. Daguplo

**Father’s name :** Angelito Z. Daguplo

**Mother’s name :** Rosalinda V. Daguplo

**Trainings & Seminars Attended:**

**9th Islamic Summit Conference**

Doha Qatar Nov. 07-15, 2000

**Completion Of six month on job Training**

**Pacific Utama Pte. Ltd. Singapore**

April 200 to October 2000

**Crisis Management**

December 17, 2005

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**Basic Operations Training**

KFC Philippines

December 18, 2005

**Manager’s Trainee Development Program**

KFC Philippines

August 2007

**Junior Assistant Restaurant Manager (JARM) Development Program**

KFC Philippines

June 10-17, 2008