

Jhonalyn G. Golo

BSHRM

Education & Certifications

Bachelor of Science in Hotel and Restaurant Management
Our Lady of Fatima University

Certified Coffee Master
Starbucks Philippines

Food Handler Certificate
Canadian Institute of Food Safety
Cert No # **CFS-CRT-E-V2-JGO0701001-20220120-1**

Lindsay, Ontario

705 308 6535

golo.jhonalyn@gmail.com

Professional Development

Improving my existing skills

Pursuing certificates, accreditations or other credentials

Learning about new skills in my field

Professional Experience

Food Service Supervisor - Tim Hortons (Lindsay, Ontario)

October 2019 - Present

- Ordering, Stocking and refilling products at Tim Horton's.
- Maintains a solid knowledge of product and services available in unit.
- Reacts immediately to issues requiring attention during the shift.
- Encourages an exciting and fun work environment while motivating team members to meet goals.
- Reports to Manager and/or Assistant Manager on team member performance.
- Assists in ensuring optimal team member coverage at all times and works various positions during busy periods to maintain optimal service levels through demonstrated floor leadership
- Complies with and enforces all Tim Hortons operating standards.
- Ensures all restaurant policies are followed during the shift (e.g cash policies, meal and break policies, food safety policies).
- Completes all required shift documentation and follows principles of sanitation and safety in handling food and equipment
- Required to undertake cashier responsibilities by charging customer orders properly through the cash register and following proper cash handling techniques according to company guidelines.
- Represent company in a courteous, efficient, and friendly manner in all customer and employee interactions.
- Ability to interact with customer in order to assure customer satisfaction.
- Plan staffing needs on daily and weekly basis

Shift Supervisor - Starbucks Coffee (Philippines)

October 2015 - September 2019

- Acts with integrity, honesty and knowledge that promote the culture, values and mission of Starbucks.
- Maintains a calm demeanor during periods of high volume or unusual events to keep store operating to standard and to set a positive example for the shift team.
- Anticipates customer and store needs by constantly evaluating environment and customers for cues.
- Communicates information to manager so that the team can respond as necessary to create the Third Place environment during each shift.
- Assists with new partner training by positively reinforcing successful performance and giving respectful and encouraging coaching as needed.
- Provides feedback to store manager on partner performance during shift.
- Contributes to positive team environment by recognizing alarms or changes in partner morale and performance and communicating them to the store manager.

- Creates a positive learning environment by providing clear, specific, timely and respectful coaching and feedback to partners on shift to ensure operational excellence and to improve partner performance.
- Delivers legendary customer service to all customers by acting with a customer comes first attitude and connecting with the customer.
- Discovers and responds to customer needs.
- Develops positive relationships with shift team by understanding and addressing individual motivation, need and concerns.
- Executes store operations during scheduled shifts.
- Organizes opening and closing duties as assigned.
- Follows Starbucks operational policies and procedures, including those for cash handling and safety and security, to ensure the safety of all partners during each shift.
- Follows all cash management and cash register policies and ensures proper cash management practices are followed by shift team.
- Follows up with baristas during the shift to ensure the delivery of legendary customer service for all customers.
- Maintains regular and consistent attendance and punctuality.
- Provides quality beverages, whole bean, and food products consistently for all customers by adhering to all recipe and presentation standards.
- Follows health, safety and sanitation guidelines for all products.
- Recognizes and reinforces individual and team accomplishments by using existing organizational tools and by collaborating with store manager to find new, creative, and effective methods of recognition.
- Utilizes operational tools to achieve operational excellence during the shift.

Barista - Starbucks Coffee (Philippines)

October 2013 - October 2015

Lindsay, Ontario



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References

Available upon Request

- Greet customers as they arrive at the Starbucks outlet and inquire into their orders.
- Provide customers with information on popular coffee blends.
- Assist patrons in finding seats inside the coffee shop and take their orders.
- Educate customers about the history of each coffee blend when inquired.
- Take orders and punch them in the coffee shop database.
- Provide customers with price information and billing stubs.
- Give samples of popular coffee blends with a view to creating sales opportunities.
- Offer customers demonstrations using brewing equipment.
- Brew coffee per instructions while ensuring that each brew conforms to the standards set by Starbucks.
- Serve brewed coffee and ask for feedback.
- Ensure that any complaints are entertained in a positive manner with a view to keep patrons happy and ensure recurring business.
- Take payments for coffee sold and tender change.
- Ensure that Starbucks merchandising and signing standards are followed appropriately.
- Ensure cleanliness and sanitization of all work areas.
- Make sure that coffee brewing equipment is cleaned, sanitized and maintained properly on a constant basis.
- Make minor repairs on coffee brewing equipment.
- Ensure that sufficient supplies are available and inform procurement officers of any shortages.
- Make sure that coffee blends are stored in a safe manner.