

# Kris Dimanalata

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🎓 BS Hotel and Restaurant  
Management, La Consolacion  
College, Novaliches 2007 -  
2010

🎓 BS Electrical Engineering  
Mapua 2005-2007

*An enthusiastic and passionate individual who love his craft. I have been in the F&B Industry for over 10 years with the last 6 years serving the Singaporean Market. With my knack for developing great relationship with guests, and my keenness to details I can help the organization to succeed with its mission.*

BARTENDING ★★★★★

COFFEE BARISTA ★★★★★

BAR AND RESTO MANAGEMENT ★★★★★

SALES ★★★★★

F&B TRAINING ★★★★★

PEOPLE MANAGEMENT ★★★★★

## Work Experiences

### Microsourcing, Manila - Onboarding Specialist

August 2020 - May 2021

- Onboard new venues onto the HungryHungry platform
- Accurate data entry of all customer information i.e. location, venue information, bank details & rates
- Building and categorizing Menu's, able to advise and make recommendations to customers on the best way to set things up.
- Providing excellent customer service and building rapport with HungryHungry Customers
- Keep Hubspot CRM updated with all customer information and tasks logged.
- Take a consultative approach with recommending and activating platform features.
- Attending daily ?Scrum? and providing an update.
- Assisting HungryHungry customers with general enquiries
- Provide training and support to HungryHungry customers as required
- Administrative duties as required by the HungryHungry team
- Responding to calls and emails from customers
- Meeting of all job KPI's specified by the HungryHungry team
- Any additional duties as required by the HungryHungry team
- Keep an honest and positive rapport with customers, suppliers and colleagues, in person, on zoom and over the phone
- Complete assigned tasks with high level of attention to detail and accuracy
- Continual development of specialized skills and knowledge
- Adhere to HungryHungry's values
- Adhere to policies and procedures
- Provide assistance and offer help whenever possible

### Malts premium whisky bar, Singapore – Assistant

Manager December 2019 – March 2020

- Monitor whisky, wines, beers and other beverage consumption to contemplate the amount to be purchased
- Do inventory stock take to ensure that wastage is under control and cost was match to the budget
- In charge of coming up with new cocktails
- Manages guest complaints and any unexpected occurrence of event
- Manage the staff to ensure they perform their roles they are assigned to, hygiene standards and day to day operation
- Interacting with customers to create customer relationship and keep them coming back

### Grub bistro, Singapore –

Assistant Manager April 2013 – October 2019

- Accountable for restaurant front of house performance
- Manages and prepares end of shift and end of week reports, including staff control, food control, and sales
- Setting monthly targets
- Manages guest complaints; Helping in any area of restaurant when circumstances dictate.
- Maintaining the standards of quality control, hygiene, health and safety.
- Checking stock levels and ordering supplies
- Creates new drinks
- Accountable for recruiting new hires
- Planning shift schedules
- Manages 20 Part-timers and 4 Full-timers
- Manages payroll

### New World Hotel Manila

Bartender October 2011 – August 2012

### Bed Club Malate

Bartender December 2010 – May 2011

### Chateau Group of Restaurants (Cafè 1771)

Server/Food Coordinator June 2010 – December 2010