

Melissa Phillip

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Professional Summary

I have been within the Hospitality industry for thirteen years. I'm a hardworking professional, highly dedicated to career growth. I'm a flexible, results-oriented Manager offering focused leadership with operations knowledge to drive profitability with exceptional communication skills.

Work History

Arcos Dorados Trinidad Limited Restaurant Manager

- Business Planning -Strategically developed, Implemented and managed effective Business and Marketing plans to increase sales and profits while managing costs.
- Human Resource Management
 - ✓ Managed a Team of 25-40 staff - Led and directed team members on effective methods, operations and procedures.
 - ✓ Recruitment - Interviewed, selected and trained new employees.
 - ✓ Team Building -Recognized and formally acknowledged outstanding staff performance to boost company morale and productivity. Created fun team building activities to engage staff in up-selling to meet revenue targets.
 - ✓ Performance Reviews - Conducted timely performance evaluations for all employees.
 - ✓ Payroll - Effectively managed payroll and timekeeping, including completion of the proper paperwork for new hires and terminations.
 - ✓ Conduct monthly meetings to communicate Business objectives and achievements.
- Inventory Management – Purchasing, managed Food Cost and analysed Inventory reports.
- Customer Service - Promoted a positive atmosphere and go above and beyond to guarantee each customer received exceptional food and service. Interacted positively with customers while promoting Quality Customer services and encouraged feedback from customers and used feedback to implement positive changes within the restaurant.
- Food Safety - Followed and insured all safety and sanitation policies when handling food and beverage to uphold proper health standards.
- Maintained a safe working environment to reduce the risk of incidents and accidents.
- Maintained high standards of cleanliness and sanitation.

Pizza Boyz Group of Companies

Shift Manager

- Business Planning -Strategically implemented and managed effective Business and Marketing plans to increase sales and profits while managing costs.
- Human Resource Management
 - ✓ Managed a Team of 2-3 staff - Led and directed team members on effective methods, operations and procedures.
 - ✓ Training- trained new employees.
 - ✓ Team Building –Recognized outstanding staff performance to boost company morale and productivity. Created fun team building activities to engage staff in up-selling to meet revenue targets.
 - ✓ Payroll - Effectively managed payroll and timekeeping, including completion of the proper paperwork.
- Inventory Management – Purchasing, managed Food Cost and analysed Inventory reports.
- Customer Service - Promoted a positive atmosphere and go above and beyond to guarantee each customer received exceptional food and service. Interacted positively with customers while promoting Quality Customer services and encouraged feedback from customers and used feedback to implement positive changes within the restaurant.
- Food Safety - Followed and insured all safety and sanitation policies when handling food and beverage to uphold proper health standards.
- Maintained a safe working environment to reduce the risk of incidents and accidents.
- Maintained high standards of cleanliness and sanitation.

Kam-Po Restaurant

Waitress

- Business Planning – Carefully followed all Business and Marketing plans to increase sales and profits while managing costs.
- Team Player – Performed my duties to the best of my ability and assisted others when needed.
- Customer Service -
 - ✓ Consistently provided professional, friendly and engaging service.
 - ✓ Demonstrated genuine hospitality while greeting and establishing rapport with guests.
 - ✓ Delivered quality service by providing a warm and welcoming environment.
- Front and Back Service –
 - ✓ Prepped items for later use to save staff time during busy hours.
 - ✓ Set dining tables according to type of event and service standards.
 - ✓ Routinely cleaned work areas, glassware and silverware throughout each shift.
 - ✓ Relayed orders to bar and kitchen by quickly and accurately recording guest selections and keying them into the register.
 - ✓ Manage assigned dining area effectively.
 - ✓ Maintained table settings by removing courses, replacing utensils and refilling beverages promptly and courteously.
 - ✓ Bussed, cleared, cleaned and set tables in a quiet and efficient manner.
- Food Safety - Followed all safety and sanitation policies when handling food and beverage to uphold proper health standards.
- Maintained high standards of cleanliness and sanitation.

Qualifications

Mc Donald's University

Diplomas

- LSM – Local Store Marketing (October 2014)
- Business Leadership Practices (May 2014)
- Excel Basic – Intermediate 2010 (March 2014)
- Restaurant Leadership Practices (August 2013)
- Effectiveness Management Practices (June 3013)
- Basic and Advance Shift Management (August 2011)

Trinidad and Tobago Hospitality and Tourism Institute

Associate Degree in Hotel Operations (Aug 2003 – Nov 2005)

St Dominic's Convent

CXC General

- | | |
|--------------------------|-----|
| • Mathematics | II |
| • English | III |
| • Principles of Business | II |
| • Principles of Accounts | II |
| • Office Procedures | III |
| • Information Technology | III |
| • Typewriting | III |

Core Competencies

- | | |
|--------------------------------|--------------------------|
| • Professionalism | • Customer Service |
| • Responsibility | • Time Management |
| • Reliability | • Problem solving |
| • Team Player | • Organization |
| • Decision making | • Planning and Executing |
| • Leadership | • Communication |
| • Computer Literacy | • Adaptability |
| • Cash Handling/Reconciliation | • Motivation |

Reference

Darren Howell

Market and Food and Beverage Manager

Sunny Group of Companies

1-868-382-2337

Curtis Joseph

Human Resource and Marketing Consultant

Ronsafe Safety and Rescue Limited

1-868-384-9831

Melissa Rampersad

Human Resource Supervisor TT & Curacao

Arcos Dorados Trinidad Ltd.

Tel.: 1-868-384-9995

Davi-Ann Boodram

IT Manager

Peake Technologies Limited

1-868-689-3284