**MARK JANSEN H. CENTINO**

Purok 3-61 Lucao District Dagupan City Pangasinan

Contact #: +639264877574

Email Address: centinomarkjansen6@gmail.com

**HEAD WAITER**

**SUMMARY**

Outgoing waiter / Head Captain at restaurant, professional with a year’s experience, has strong interpersonal and coaching skills. Priority work in busy time during restaurant in FOH and BOH Operation. With customer service and food handling expertise, skilled at memorizing menu items orders, offering extensive knowledge of hospitality etiquette of food preparation superior of customer service. To apply my skills techniques and education to further my Advance to the culinary industry.

**SKILLS**

Good Knife creative, fast and focused leader creativity customer service commitment to quality communication, attention to details. High Standard Service.

**WORK EXPERIENCE**

**HEAD WAITER**

AI-Qurum Resort / Route 66 Bar and Restaurant

Muscat, Oman

January 2016-January 2019

**RESPONSIBILITY**

* Assisted guest in making menu, choice in an information helpful passion.
* Maintained Knowledge of current menu items, garnishes, ingredients and preparation methods.
* Deliver exceptional service to customer in timely friendly manners.
* Manage closing duties, including re-stocking items and recondition of the cash drawers. Routinely cleaned table, linens, table settings, glass wares, window sales, carpets, counters, floor storage.
* Inquire about guest dissatisfaction Anticipated additional needs happily refilled request
* Perform Check-outs of service to ensure that all receipt/tickets order were counted.

**CAPTAIN WAITER**

November 2013 – November 2015

Pasta Tutti Giorni

Bawabat Al-shak mall Abu Dhabi

**RESPONSIBILITY**

* Write Orders with special instructions on Ordership, verified and enter Orders into POS for kitchen transmittal.
* Deliver the food to the guest with standard set up.
* Visit the guest to ensured that they’re enjoying meals.
* Collected payments from guest make sure that they’re satisfied, invite them to comeback.

**SERVER**

Applebees Grill Restaurant

Sept 2010-September 2013

Sheik Zayed road Dubai

**RESPONSIBILITY**

* Provide excellent customer service, greet customer and present menus, make suggestion base on preference.
* Take and serve food / drinks orders, Up-sell when Appropiate.
* Arrange table setting, keep table clean and ready at all times, Deliver checks and collected payment.

**EDUCATIONAL BACKGROUND**

**TERTIARY**

**LYCEUM NORTHWESTERN UNIVERSITY**Undergraduate 2009

Tapuac Dagupan City

**SECONDARY**

Tagkawayan Municipal High School 2005

Tagkawayan Quezon

**PRIMARY**

Tagkawayan Elementary School 1999

Tagkawayan Quezon

**REFERENCES**

**Avers Pereira**

Floor Manager Route 66 Restaurant

Muscat Oman

**Ghassan Aoun**

Incharge Owner @ Al-Qurum Resort 66

**Javier B. Rojas**

Floor Manager Applebees Grilled Restaurant

Dubai UAE

*I hereby certify that all the above information are true and correct to the best of my knowledge and belief.*

**MARK JANSEN H. CENTINO**

***Applicant***