

## Fulcrum Coffee – Butuan City, Philippines Assistant Manager

May 26, 2022– Present

* Supervise and trained the Supervisors and Assistant Supervisors
* Supervising three branches for Quality, Cleanliness and Service
* Giving orientations, workshops and trainings
* Making video trainings and manuals for internal workshop
* Making monthly audits, inventories and store evaluations
* Implementing and enforcing rules, policies and regulations
* Giving the rightful disciplinary action according to the code of conducts
* Conducting weekly supervisors meeting and monthly staffs meeting
* Recruiting, Hiring and Training
* Organizing company’s events and celebrations
* Daily, Weekly and Monthly check of Sales movements and comparisons
* Products and Sales Reports comparison
* Quality Check in Bar and Kitchen
* Evaluating Probationary, Trainees and Part timers
* Schedules adjustment and HR Concerns
* Summarizing all reports of Supervisors and Administrative Assistant before reporting to the Owner/General Manager
* Maintaining Operational Activities in and out of duty
* Operational, administrative, HR and supervisory concerns consultation
* Random staff sit-in and work assessment
* Responsible in giving advice and guidance to all 30 staff regarding work
* Assisting Staff career path and growth
* Maintaining Customer Interactions through trainings about customer service, customer care and customer satisfaction
* Day to day store visit for daily evaluation, concerns and issues
* Responsible of Managing in Owner/General Manager absence
* Attending seminar, conferences and meeting
* Assisting the store during operational rush

**EXPERIENCE:**

May 2022

Butuan Doctor’s College –Butuan City, Philippines

* **Barista NC II**

November 2020

Knowledge Point Institute –Dubai, UAE

* **Certified Nursing Assistant (GAQM and KHDA completion)**

March 2020

Sinag Training Academy – Sharjah, UAE

* **Human Resources Management and Administration**

October 2011

University of Cebu – Cebu City, Cebu

* **Associate in Hotel and Restaurant Management**

**Education**

Barista

Latte Art and Etching

Advanced Communication

Interpersonal relationship

Presentation, training and facilitation

Computer and Microsoft Software (07-10) skills

Photoshop Editing

Multimedia production

Basic Photography

Customer Service Management

Basic Foreign Language

Social Skills

Conversational English

Basic Baking and Cooking

Driving Skills

Psychotherapy (Play) and psychological testing

Recruitment and interviewing

Administrative and telephone skills

Human Resources management

Team leadership and management

**Key Skills**

** CONTACT**

** ABOUT**

Experienced; pro- active team leader and player; Analytical, energetic, and detail-oriented; skilful, highly motivated with great values is interested to learn and join your company

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## Americana Food Company -Dubai, UAE Guest Expert- Team Member

March 17, 2019 – March 17, 2021

* Packing, Assigning and dispatching delivery orders
* Giving orientation and training to the new staff as a trainee crew
* Assisting the Manager in Charge or Supervisor in entire shift
* Making inventories for cold and dry products
* All around customer service for Dine in and Drive - Thru customers
* Always give satisfaction and great accommodation to the customers
* Keep work place clean, tidy and organize for better flow of the shift
* Follow company rules and policies, follow SOP's and implement
* Suggest selling new product and great offer to customers
* Turn over cash register to the next shift properly
* Check all the supplies, refill and restock condiments
* Familiarized, crossed trained and help all the work stations during peak season

**The Italian Food Specialists Inc.-Bohol, Philippines Sales Executive**

February 4, 2016 – May 15, 2017

* Maintain great interpersonal relationship between existing clients and the company
* Monitor’s sales and analyze new scheme of up-selling products
* Daily reports, month end report, consignment inventory and warehouse inventory
* Organize courtesy client visits for new prospect clients
* Attend seminars, conferences and meetings for food, health and business industry
* Negotiate cost, price, delivery, terms of the sales and mode of payments with the clients
* Review month end sales and evaluate for the next month
* Plan new strategies and marketing of the new products
* Gather marketing and client information for the area assigned
* Contact, coordinate and organize courtesy visit for potential prospects

**Dunkin Donuts- Butuan City, Philippines Part time Service Crew**

June 2012-Dec. 31, 2012

* Ensure to have a presentable, neat and fresh counters and products
* Quality product control for release in exact to the orders
* Clean the shop before and after the duty and conduct CAYGO
* Monitor the sales status for that day and suggest selling to increase the sales
* Provide customer satisfaction Help and assist team leader in the shop
* Responsible in beginning and ending inventory in every shift exchange
* Conducting weekly inventory for the supplies
* Compute the sales and transfer to the team leader for verification

**Charts Resort - Bohol, Philippines Receptionist (Internship)**

September 8, 2014 – October 23, 2014 (328 hours)

* Trained in all departments of the resort
* Assist receptionist in bookings and supervise proper check-ins and check-outs
* Responsible in receiving calls for booking and guest queries
* Ensuring that room keys and other supplies are already return in to office
* Checking the rooms upon the guest check outs
* Assisting the housekeeper in cleaning the rooms
* Responsible in inventory of the linens, bedding and all the supplies used in the rooms
* Assist the cafe attendant in preparing the breakfast for the guests
* Serve and assist the guest in all their needs
* Accommodating and welcoming the guest using the SOP’s
* 2ND Placer LATTE ART THROWDOWN- ETCHING

*November 24, 2022*

* Occupational First Aid, BLS and CPR-AED

*July 22-23, 2021*

* CNA (Certified Nursing Assistant) Introduction

*January 2020-March 2020*

* Employee of the month *July 1 to 31, 2019*
* Guest Expert Training

*April 15, 2019*

* Basic Sign Language Course *September 6, 2017- October 6, 2017*
* Certificate in Food and Beverage Service NC II

*January 2012-April 2012*

* Customer Care and Human Relation

*September 29, 2011*

* Proper Posture, Good Grooming, Wardrobe Personality Development

*August 11, 2011*

* Housekeeping Operation

*August 18, 2011*

* UC-HRM Expo 2011- Cake Display

*March 10 and 11, 2011*

* Embracing the Art of Pastry

*March 5, 2011*

* ICCON- International Culinary Congress 2010

October 07-09, 2010

Available on Request

**REFERENCES**

**Power wide Real Estate Inc. - Butuan, Philippines HR & Admin Assistant**

Feb 25, 2015 – Feb 28, 2016

* Handle 30 Employees in Two Motels and One Pension House
* Recruit, orient, train newly hired and evaluate existing employees of the company
* Conduct meetings and training to the Employees
* Supervise and conduct daily inspections to the Motels and Pension House
* Implement SOP’s, Rules and Regulations, Company Policies and Disciplinary Actions
* Support and work with other department heads
* Monitor all department for smooth and efficient operations
* Conduct weekly inventory of the supplies and checking the facilities for damages
* Prepare payroll and report the attendance, late, and absences for the salary
* Releasing salaries in all department

**Vitality - Bohol, Philippines Psychotherapist/ Training Assistant**

Oct 25, 2014 - Dec 25, 2016

* Prepare for the needed materials and tools for group and individual sessions
* Co-facilitate the psycho-social and psycho-education sessions and lectures
* Assist Psychologist in preparing evaluation papers after all sessions
* Conduct small group play therapy sessions for clients
* Document and record the Psychotherapy and Training sessions using DSLR camera and video-camera, audio recorder and etc.
* Conduct psychological testing and check the results after

**Trainings and Certifications**