

Mark Jester T. Quizon

#6 Netherlands Street, Better Living Subdivision, Parañaque City

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Objective:

To secure a position with a well-established stable organization and develop a long lasting career in the hospitality industry.

Education Background:

Lyceum of the Philippines University (College Graduate)

Bachelor of Science in Hotel and Restaurant Management
with specialization of Cruise-Line Management

Immaculate Heart of Mary College (High School)

Year Graduated: 2005

Immaculate Heart of Mary College (Elementary)

Year Graduated: 2001

Work Experience:

February 19, 2018 – Present

- Ruygroup Hotel Corporation
Amelie Hotel Manila (Braska Café & Restaurant)
Managed by: Paramount Hotels & Facilities Management Co, Inc.
(*Management Company responsible for the Microtel Philippines Group*)
Amelie Hotel Manila (Braska Café & Restaurant)
1667 J. Bocobo Street, Malate, Manila
+63 (2) 995 3981 (Restaurant)
+63 (2) 995 3983 (Accounting)

Food & Beverage Service Manager

February 19, 2018 - Present

- Responsible for planning, directing, controlling and coordinating the activities of all section under the Food & Beverage Department to ensure smooth flow of operation thus, reached the 100% satisfaction both with external and internal customer. Has authority to directly purchase food inventory and other collection, disbursement and purchasing function.
- Handles the outlet, room service and banquet operations. Ensuring operations runs smoothly and effectively adhering to company standards and expectations.
- Responsible for the preparations of function quotations, contracts, bills, and other related forms.
- Maintains exceptional levels of customer service, compliance of brand standards and quality of food & beverage products.
- Responsible for controlling & maintaining budgeted food & beverage sales. Regulating to desired level of labor cost & profitability.
- Maintains a positive cost management index for kitchen, restaurant and banquet operations
- Preparation & participation to F&B marketing activities, entertainment of potential clients, sales promotions and mailings.

- Development and maintenance of all departmental control & procedures such as menu development, planning and etc.
- Responsible for the training and development of all staff under the food & beverage department. Preparation as well of the training manuals, presentation and pipeline of the training process.
- Supervises & manages employees. Manages all day to day operations and fills up to perform the duties in the staff's absence.
- Ability of provide customer service to all staff, customer & colleagues. Quickly & proactively addresses employee's concerns.
- Provides a learning atmosphere with a focus on continues improvement, coaching and mentoring of all team members.
- Attendance & participation at weekly F&B meeting and daily operations meeting with the other department heads.
- Overall responsible for the final food and beverage costing & pricing of all food & beverage menu.
- Responsible for the final approval of the weekly staff rosters maintaining the company adhered labor requirements and cost.
- Responsible for the preparation of all food cost related reports for accounting and completion & updates of events profit and loss statements. Complies as well will all corporate accounting procedures and reports.
- Responsible for coming up with the yearly strategic plans, annual capital & operational expenditures and department's annual budget.
- Qualified candidate for MOD (Manager-on-Duty) during GM/RM absence.
- Directly reporting to the property head or General Manager.

November 17, 2016 – February 9, 2018

- **Raintree Hospitality Group / Foodparks by Raintree Inc.**

Banker's Lounge (Executive Dining Area of BDO Corporate Center Ortigas)

Pre-Opening Team

12 ADB Avenue, Ortigas Center, Mandaluyong City

+63 (2) 702-6000 (BDO Center)

+63 (2) 752-5678 (Foodparks Headoffice)

Banquet & Restaurant Supervisor

- Responsible for planning and requisition of all restaurant and banquet FFE's (Furniture, Fixtures and equipment and operational equipment.
- Responsible for the administrative duties for the outlet such as DSR, Product Matrix and other restaurant financial reports.
- Responsible for FOH stocks, guest and bar supply requisition, purchasing function, receiving and monitoring of the FOH stocks.
- Responsible for the training of banquet captains and waiters to adopt the company standards and practices.
- Supervises and oversees outside catering ingress and egress operations.
- Responsible for scheduling banquet staffs depending on the event's requirement stated in the banquet event order and required labor budget.
- Report to the top management regarding banquet sales, labor and event line ups.
- Directly work hand and hand with the sales manager assigned for the building's event and outside catering in the area.
- Monitors and oversees overall banquet and outside catering operations in the area.
- Responsible for leading the outlet's inventory and operational equipment monitoring.

September 16, 2015 – June 24, 2016

- **Ramada Manila Central (Paradigma International Inc.)**
Quintin Paredes Rd., Corner Ongpin Street, Binondo, Manila 1006.
(+632) 588-6688

F&B Management Trainee for Restaurant & Banquets (Acting Assistant Banquet Manager)

- Oversee and monitors the F&B activities to ensure 100% smooth and effective flow of the operations during the assigned shift, act as the F&B shift manager for operations.
- Responsible for implementing action as directed by the F&B Manager for banquet events and restaurant operations.
- Familiarity in punching accurate order, settlement & receipt segregation in the POS (Infrasys).
- Responsible for leading and training of the company's service standard and sequence to the food attendants and banquet waiters.
- Effectively lead the banquets by ensuring the following: Oversee the implementation of standards as detailed in the departmental standards; adhere to opening and closing procedures; conduct effective shift briefings ensuring the staff is aware of VIPs, special occasions, daily specials, etc.
- Responsible for leading the banquet event staff for ingress & egress of event functions.
- Coordinating with all details and endorsement with the clients, including the food and beverage, equipment to be used and special requests.
- Coordinating with the sales and marketing team for upcoming events and functions.
- Share recommendations to the Chef and Banquet Manager to reflect current customer profile.
- Share recommendation to the management styles and new system to be put in for easier handling
- Assist in ordering and inventory control of banquet & restaurant supplies and equipment.
- Responsible to greet and maintain constant contact with the host, to ensure high standards of service and that every function is a complete success.
- Guides the guest through all phases of their experience in the banquet or event.
- Sets up, monitors, refreshes and breakdown coffee breaks, receptions and buffet tables for specific group functions.
- Effectively communicates with the kitchen, catering coordinator and banquet staff.
- Responsible for the payroll documentation of the agency and on-call staffs within the F&B department.
- Responsible for the month-end inventory of all the supplies and equipment of the restaurant and banquet operation.

June 25, 2012 – March 31, 2015

- **Baden Powell International Hotel-Makiling (Managed by: El Cielito Hotels)**
Brgy. Batong Malake, Jamboree rd., Mount Makiling, Los Baños, Laguna

Food & Beverage Supervisor (Department Head for F&B Operations & Hotel Opening Team)

- Responsible for planning, directing, controlling and coordinating the activities of all section under the Food & Beverage Department to ensure smooth flow of operation thus, reached the 100% satisfaction both with external and internal customer. Has authority to directly purchase food inventory and other collection, disbursement and purchasing function.
- Undertake food and beverage related duties ensuring accuracy of transactions and the delivery of customer service is of the highest standard.
- To continually work to ensure correct handling procedures to minimize china and glassware breakage and food spoilages.

- Responsible for the preparations of function quotations, contracts, bills, and other related forms.
- In charge of handling social events and making profitable sales revenue with social accounts such as weddings, debut and other related events.
- Ability to investigate and resolve complaints regarding food quality, service, or accommodations.
- Schedule and receive food and beverage deliveries, checking delivery contents in order to verify product quality and quantity.
- Monitor food preparation methods, portion sizes, and garnishing and presentation of food in order to ensure that food is prepared and presented in an acceptable manner.
- Responsible for the scheduling of staff hours and assign duties.
- Ability to estimate food, liquor, wine, and other beverage consumption in order to anticipate amounts to be purchased or requisitioned.
- Responsible for the training, monitoring & recruitment of On the Job Trainees.
- Familiarity with the Hotel/Restaurant/banquet booking system such as IFCA, Infrasy, Aloha & Micros Opera
- Familiar with the use of professional sound system equipment such as Mixing Consoles, Graphic Equalizers, Sound Crossovers, Amplifiers and Audio Wiring set-up.
- Familiar with the Audio-Visual Set-up such as VGA splitting, multiple screen projections and other related set-ups.

November 9, 2011 – March 2, 2012

- **Seattle's Best Coffee (Café barista)**

Ninoy Aquino International Airport Terminal 3, 3rd level International Pre-departure boarding area.

- **Rank # 1: Classroom & Hands-on Training (98.1%)**

- Ability to do coffee and other beverage concoction adhering to the recipe and company standard.
- Served food and beverage to customers with a fast and friendly service.
- Familiarity in punching accurate order in the POS machine.
- Skilled in beverage preparation mainly coffee recipes.
- Has a wide knowledge in doing opening and closing inventory.
- Ability to maintain proper cleanliness and sanitation to the food, beverage and equipment.
- Set up dining areas for meals and proper clearance.

July 2011 – October 2011

- **The Bayleaf Intramuros (Pre-Opening Team)**

Muralla corner Victoria Streets, Intramuros Manila 1002, Philippines

On-The-Job Training

Ciocolata Churros Café Barista (Outlet Core Team)

Seminars and Training Attended:

The Art of Closing the Deal

By: Nick Matias

El Cielito Hotel-Sta. Rosa
Sta. Rosa – Tagaytay Rd, Sta. Rosa, Laguna
Philippines
January 19, 2013

Barista Guild of the Philippines

ESPRESSO 101

Cravings, Tomas Morato, Quezon City
October 26, 2009

Know your Money

Counterfeit Detection Seminar

El Cielito Hotel-Makati
804 Arnaiz Avenue (formerly Pasay Road)
1223 Makati City,
Philippines
October 13, 2012

Barista Guild of the Philippines

ESPRESSO 102 (Essentials of Espresso)

The Coffee Beanery, West Ave, Quezon City
November 29, 2009

Barista of the Philippines

LATTE ART

The Coffee Beanery, West Ave, Quezon City
January 10, 2010

Food Safety & Sanitation Seminar

By: The Romulo Food Groups

25th Floor, Ayala Stock Exchange Building,
Tower 1, Ayala Avenue, Makati City

Business Writing 101

By: Ramon G. Dalde Jr.

Museum Café
Greenbelt 4, Makati Avenue, Makati City
March 13, 2017

Skills:

- Proficiency in using Photoshop for photo editing, social invitations, flyers and welcome tarpaulins.
- Ability to manage & resolve guest issues/complaints.
- Ability to effectively multitask
- Experience of organizing private functions including weddings, debuts & other social gatherings.
- Skilled in theme designing, floral arrangement, centerpiece arrangement and other related activities.
- Ability to establish effective and good working relationship with other people.
- Willing to work long hours and can do all duties even under pressure.
- Proficiency in communicating effectively and clearly, both orally and in writing in English and Filipino
- Proficiency in using Windows Microsoft Office such as Word, PowerPoint, Publisher, Excel, E-mail and other related applications.
- Highly personable, result-oriented, self-motivated and passionate with service.

Personal Background:

Birth date : April 03, 1988
Age : 31 years old
Height : 5'6
Weight : 95 kg
Spouse : Shara Joy C. Quizon
Occupation : Hotel Manager (Hotel Marciano Incorporated – Calamba, Laguna)
Father : Menandro L. Quizon DVM
Occupation : Associate Director for Technical Services & Regulatory at Zoetis Philippines
(formerly Pfizer Animal Health Philippines) – Retired (April 2016)
Mother : Joni Grace T. Quizon
Occupation : Housewife
Religion : Roman Catholic
Civil Status : Married
Languages Spoken: Tagalog and English

Character References:**Mr. Benny Rosales, CHA**

Director of Operations (Microtel by Wyndham & Paramount Hotels & Facilities Management Company, Inc.)
Phinma Plaza, 39 Plaza Drive, Rockwell Center, Makati City 1200
0917 557 7180

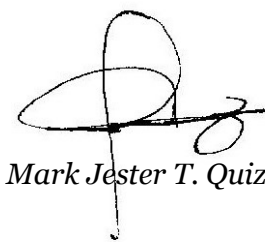
Ms. Mona Lissa Alejandrino

Director of Sales (Movenpick Hotel Mactan Island Cebu)
Punta Engaño Rd, Mactan Island, Lapu-Lapu City, Cebu
0917 594 4492

Ms. Pier Jameel Angelica Caballero - Pinzon

Resident Manager (Microtel by Wyndham - Mall of Asia)
Coral Way Ave. corner Seaside Boulevard, SM Mall of Asia Complex, Pasay, 1308 Metro Manila
0915 107 6087

I hereby certify that the above information is true.



Mark Jester T. Quizon