

# Marven Barrientos Flores

Block 6 Lot 1 Camella Homes Annex, San Pedro Laguna

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## SUMMARY

Self-directed individual with a solid background in the food and beverage industry. Resource-ful and enthusiastic with a strong passion for providing exceptional customer services and ensuring recurring business.

## Qualification Highlights

- Persistent and driven, able to multi-task and finish a task on time.
- Detail knowledge of fine wines, cigars, cheese and liqueurs.
- Dedicated to achieving guest satisfaction as well as meeting or surpassing company expectations.
- Focused and committed to excellence through positive results and guest satisfaction.
- Remarkable ability to stand, sit and walk for long periods without getting tired.
- Uncommon enthusiasm, motivation and excellent team relationships. • Skilled in food handling, carrying food trays and operating POS computer cashier register duties.

## Employment History

Captain Waiter

Nov. 2018 – Nov. 2020

Hiroiyuki Japanese Restaurant

Fort Bonifacio, BGC, Taguig City

- Responsible to promote and ensure guest satisfaction, maintain a safe and sanitary work environment and ensure only the highest quality products are being served.
- Able to answer any questions regarding menu and assist with menu selections.
- Communicate with the kitchen regarding any menu questions, the length of wait and product availability
- Responsible for operating F&B outlets assigned to him/ her.
- Role & Responsibilities Monitoring & ensuring F & B service operations are running smoothly.
- Organizing duty roster of service staff.
- Cost control, inventory, Training Maintaining SOP for quality.
- Should able to introduce innovative ideas for generating targeted sale Guest interaction, menu planning.
- Addressing guest requirement and reaching to them.

Butler Service *Annual Meeting 2018* May 2-6, 2018 Asian development Bank ADB

Ortigas, Pasig City

- Serves welcome drinks and escorts the guests to their assigned area.
- Keeps concerned departments informed about the guest allergies and food preferences.
- To consistently provide thoughtful, caring and sincere service.
- To identify and anticipate Guests' needs and ensure personalized service is provided
- To provide Food and Beverage Services as required
- To assist with any plans or arrangements the guest intends to make during their stay
- To ensure that all requests from Guests are made possible and are followed up on
- To fully understand and have knowledge of all in suite services, technology, functions.

## Bartender / Wine Steward

Ibiza Beach Club

August 2017 - January 2018

Fort Bonifacio, Taguig City

- Flexibility to travel occasionally to meet with wine producers and visit wine-tasting events.
- Train wait staff on available wines.
- Store open bottles properly to maintain strong taste.
- Manage wine cellar and ensure it's fully-stocked.
- Create and update the wine list in coordination with chefs and the Food and Beverage Manager
- Recommend food and wine pairings.
- Ensure wines are served at the right temperature and within the proper glassware.
- Inform guests about different varieties of wines and prices.

## Dining Waiter

Ibiza Beach Club - *Opening Team*

February 2017 - August 2017

Fort Bonifacio, Taguig City

- Executed daily menu presentation and shared distinguished knowledge of certified Angus prime beef and other gourmet menu items.
- Greet and escort customers to their tables
- Present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies)
- Prepare tables by setting up linens, silverware and glasses
- Inform customers about the day's specials
- Offer menu recommendations upon request
- Up-sell additional products when appropriate • Take accurate food and drinks orders, using a POS ordering software, order slips or by memorisation.

## Head Waiter

The Brewery at the Palace - *Opening Team*

April 2015 to January 2017

Uptown Parade Bonifacio, Taguig City

- Responsible for night shift, attending guest at bar.
- Keeping my stations clean, preparing the floor for the night shift.
- Serving tables outside of bar and making drinks orders.
- Very fast paced environment and large food menu. • Shuttling down, restocking cleaning and preparing for morning shift.

## Dining Waiter

Sumosam Legacy - *Opening Team*

November 2012 to April 2015

Sm Southmall, Las Piñas City

- Cleans and polishes Glassware, China ware, hollowware and flatware.
- Replenishes supply of linen and other Operating equipment.
- Obtains requested items from the storeroom.
- Keeps general appearance and maintenance of Restaurant working areas. • Follows correct sequence of service outlined in the Standard Operating Manual.

## Dining Waiter

Before: Café Adriatico, LJC GROUP

September 2010 to November 2011

Now : Café Año

Westage Alabang, Muntinlupa City

- Trained new staff members for the restaurant and taught them about the organization culture, work ethics and practices.
- Must be familiar with all menu items, their preparation and service procedure.
- Provided fast and courteous service to patrons.
- Garnished and decorated dishes in preparation for serving.
- Prepared and served beverages and expedited food orders.

## Head Waiter

Aplaya Resto Bar

December 2007 to August 2010

Festival Mall, Alabang Muntinlupa City

- Is responsible for the service of beverages to the guests in a friendly and courteous manner in all the restaurants or bars.
- To provide efficient, expedient and courteous service to the guests leading to total guest and company satisfaction.
- Is responsible for the cleanliness, maintenance and upkeep of all equipment, furniture, stations
- Informed customers of daily specials.
- Cleaned table and counters after patrons have finished dining.

## Dining Waiter

19 East Bar and Grill

October 2006 to February 2007

Sucat, Muntinlupa City

- Deliver excellent customer service, at all times.
- Make customers aware of offers on our great food and drink range.
- Assist in keeping the bar, front-of-house and toilets clean and tidy, at all times.
- To be courteous, warm, smiling while dealing with guests. Be efficient, fast and serve with confidence • To listen to guest complaints. Rectify wrong doings and any guest demands.

## Skills

- Excellent customer service skills
- Awareness of health and safety and personal hygiene the workplace
- Ability to work calmly and effective under pressure
- Good competency for memorising orders
- Excellent communication and interpersonal skills
- Cultural Diversity
- Time Management
- Good numerical skills for handling customers' bills
- Ability to handle difficult customers in a calm and tactful manner
- Teamwork

## Training Attended

Bizu Catering Studio, Makati City

May 14 and 18, 2015

Waiter's Skills Training and Personality Development

Catering on-call

Prime Power Services, Makati City

January 9-14, 2006

Basic Food and Beverages Services Skills

Banquet on call Hotels

- Edsa Shangri-La Hotel
- Eastwood Richmonde Hotel
- InterContinental Hotel
- Dusit Thani Hotel

- Conducts regular walk-through to ensure that all function area and back-of-house areas are clean and maintenance are at required standards.
- Must attend all designated pre-meal meetings.
- Directly responsible for the cleanliness and repair of service equipment and storeroom.
- Perform all Banquet side work as designated by the Banquet Captain.
- Follow directions of Banquet manager.
- Efficiently and properly perform all service standards.
- Attend to all needs of the guests during functions and function related duties.

## Personal Data

Date of Birth: June 12, 1984	Citizenship: Filipino
Place of Birth: Bicutan, Taguig City	Height: 5'7" Weight: 147
Province: Riverside Kolambugan, Lanao Del Norte	Ibs.
Sex: Male	Religion: Catholic
Civil: Married	Languages: English, Tagalog, Bisaya

## Education

2002 – 2004	1998 – 2001	1992 – 1997
Feati University	Riverside High School	Upper Elementary School
Sta. Cruz Manila	Kolambugan, Lanao del Norte	Bicutan, Taguig City

### BS Marine Transportation

*Undergraduate*

## Character Reference

### Mr. Allan Orio

General Manager  
Ibiza Beach Club  
Taguig City 0917-1232069

### Mr. Marlou Ibbara

Dining Supervisor  
La Aplaya Resto Bar  
Festival Mall, Alabang

### Mr. Kim Talavera

Dining Manager  
Ibiza Beach Club  
Taguig City 0917-8008054

### Ms. Debrah Capuyon

General Manager  
FeastBev. Inc. *The Brewery*  
Taguig City 403-4922

I hereby certify that the above information is true and correct with the best on my knowledge.

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Marven B. Flores