

ALYSSA JOY C. CORTEZ

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PROFESSIONAL SUMMARY

Efficient and customer oriented Food and Beverage Supervisor with experience in food and hospitality environment. Forward thinking and multi-tasker, able to analyze situation. Reviewed 5 times with a 5 star in Tripadvisor.

SKILLS

- Event planning, marketing and sales
- Excellent communication skills, including written and public speaking
- Keen eye toward concept development and implementation
- Proficient in data base, word processing and software for all areas of hospitality marketing and management
- Adaptability in high-stress environments with ability to maintain composure and high level of professionalism.

WORK EXPERIENCE

Food and Beverage Supervisor

Crowne Plaza Hotel Miami International Airport (IHG hotel)

Miami, Florida USA

February 2016- February 2017

- Supervised all food and beverage outlets (Restaurant, In-room dining, bar and banquets) to ensure company standards and guest satisfaction
- Assisted with weekly liquor ordering and monthly liquor inventory
- Provided proper training and follow up to newly hired team members
- Directed operations in both front and back of the house
- Continually monitors restaurant and take appropriate action to ensure food quality and guest service standards are consistently met.
- Organize special events including receptions, meetings and corporate luncheons

Food and Beverage Attendant

The Tremont House Hotel (Wyndham Hotel)

Galveston, Texas USA

June 2012 – June 2013

- Take orders from customers for food or beverages
- Check with customers to ensure that they are enjoying their meals and take actions to correct any problems
- Serve food and/or beverages to customers: prepare and serve specialty dishes at tables as

required.

- Set up tables, and serve food for banquet events

Food Server/Kitchen Attendant

Mommy-Ta's catering Services

Orion, Bataan

May 2011 – May 2012

- Prepare and serve hot or cold food and beverages in the dining room or other locations
- Assist with the preparation of food and setting up services counter
- Provide assistance with special function catering and other catering services

Resorts and Recreation Attendant (OJT)

Sofitel Philippine Plaza Hotel (Accor Hotels)

Pasay, City

February 2011 – April 2011

- Provide information about facilities, entertainment options, and rules and regulations
- Monitor activities to ensure adherence to rules and safety regulations
- Provide assistance to guests entering the Kid's Club, Gym and other recreation areas.

EDUCATION

International Cabin Attendant Training School (ICATS)

September 2013 – November 2013

1602A East Tower Philippine Stock Exchange Centre

Exchange Road Ortigas Center, Pasig City, Philippines

Module 1: Personality Development / Interview Essentials
Module 2: Aircraft Familiarization
Module 3: Emergency Situations and Procedures
Module 4: On Board Services
Module 5: Interview Essentials

Bachelor of Science in Hotel and Restaurant Management

June 2008- April 2011

Lyceum of the Philippines University

Intramuros Manila, Philippines

Associate in Health Science Education

June 2006- April 2008

Far Eastern University

Nicanor Reyes St. Manila, Philippines

SEMINARS AND TOURS ATTENDED

- First Aid Training and Basic Life Support and CPR Training
International Cabin Attendant Training School
(Ortigas Center Pasig City – October 3-4 2013)
- Approved Seller Training Program - June 07 2013
Texas Alcoholic Beverage Commission
- Texas Food Handler Safety - June 06 2013

- Puerto Princesa Eco Tour Tourism trends, Development and Planning
(Puerto Princesa City, Palawan – September 19-22, 2010)
- Workshop on Artistry in Make-Up
(Center for Aesthetic Studies, Makati City – September 11, 2010)
- Introduction to Eco-Tourism -- 5th Hospitality and Tourism Congress
Understanding Hospitality Research -- 5th Hospitality and Tourism Congress
Employment in Hospitality Industry -- 5th Hospitality and Tourism Congress
(Baguio Convention Center, Baguio City – July 11, 2010)
- Bar Exposure Program
(TGI Friday's Robinson's Place Manila – October 8, 2009)
- Restaurant Exposure Seminar
(Gumbo-A taste of New Orleans, Mall of Asia Pasay City – September 2009)
- Resort Management Exposure Tour
(Villa Escudero Plantation and Resort, San Pablo City, Laguna –
September 2008)

PERSONAL INFORMATION

Age: 28yrsold	Birthday: April 16 1990
Height: 158cm	Religion: Roman Catholic
Weight: 120lbs	
Nationality: Filipino	

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

ALYSSA JOY CORTEZ
Applicant