

Christian Diorella L. Banzon



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Education

BACHELOR OF HOTEL AND RESTAURANT MANAGEMENT | ST. PAUL COLLEGE OF MANILA | OCT 2002

Work Experience

2ND ASSISTANT MANAGER | MCDONALD'S GOLDENFRANCESCA FOOD CORP., BALANGA CITY | DEC 2016 – APRIL 2018

- Demonstrates and reinforces the leadership behaviors and basic people minimums necessary to gain commitment from crew and leadership.
- Executes a plan based on an employee commitment measurement, to increase employees loyalty satisfaction and pride with McDonald's experience.
- Knows, enforces, and educates crew on all appropriate personal policies, labor laws, security and safety procedures.
- Uses basic human relations, communications and follow up skills and treating crew people as customers.
- Develops, shares knowledge and experience, and trains crew.
- Contributes to performance appraisals based on defined goals and objectives for their crew in a timely manner.

MANAGEMENT TRAINEE | ELIAS, CHEF FLORABEL GROUP OF RESTAURANTS, BGC, TAGUIG | AUG 2015 – JULY 2016

- Assists Officer-In-Charge on the overall operations in terms of service, repairs and maintenance, store cleanliness and staff evaluation.
- Conducts briefing, disseminates all necessary information.

- Delegates side duties and assignment to staff.
- Double checks completeness of par stock in every station.
- Monitors and supervises, setup and service in the dining and bar area.
- Checks whether all customers are promptly attended to.

CUSTOMER SERVICE REPRESENTATIVE | SYKES ASIA INC., MAKATI CITY | JAN 2006 – AUG 2007

- Retrieve and key orders using multiple systems to validate information and process orders.
- Handles select jeopardy fallouts of the orders.

SENIOR CUSTOMER INTERACTION ASSOCIATE | AMBERGRIS SOLUTIONS, ORTIGAS CITY | SEPT 2004 – JUN 2005

- Answer calls and address the customers technical support needs.
- Use troubleshooting techniques and tools to accurately identify problems.
- Provides consistent, high quality service to customers.

MARKETING ASSISTANT | BIZU PATISSERIE (PHIL. PASTRIES INC.), MAKATI CITY | APR 2004 – AUG 2004

- Assist in acquisition, analysis and utilization of customer lists.
- Support customer communication and logistics for events, trade shows, mailings and related activities via phone and email.
- Assist the Marketing Manager with the implementation of a complete marketing program and marketing initiatives.
- Help with website organization and updates.

MARKETING OFFICER | MONK'S DREAM JAZZ BAR AND RESTAURANT, POWER PLANT MALL, ROCKWELL | JAN 2003 – JAN 2004

- Handles the Marketing and Promotions, Reception and Guest Relations, Entertainment and Special Events.
- Responsible in the development of marketing communication materials.
- Deliver the most appropriate promotions campaign and communication strategy to promote the company's image and products and services.
- Evaluate effectiveness of promotions and marketing communication materials according to marketing strategies of the business.

Achievement

Top TNT AGENT FOR MONITORS AT PLAN AMBERGRIS SOLUTIONS

Personal Information

Citizenship

Filipino

Birth Date

Mar. 26, 1980

Height

152cm

Civil Status

Single