

ARTHUR DAVID MAMARIL ONG

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Believes in system, training and collaboration.
Embraces diversity and changes in business and people.
Constantly curious about new learnings and takes calculated risk.
Believes in maintaining and enhancing self-esteem of colleagues.
Well exposed and adapts to both multi-cultural workplace and customers.

Work Experience

Blocs Inc, Singapore

Café Manager, January 2017-September 2017

- Evaluated and realigned service standards for efficient operation.
- Hired, trained and evaluated staff for both main and concession stores.
- Monitored proper inventory, ordering and wastage for better expenditure control.

Dr Cafe Coffee, Singapore

Store Manager, June 2013-August 2015

- Oversees the store performance by set guidelines and strategy to hit and exceed store target.
- Managed employee schedules, conducted performance reviews and enforced disciplinary actions.
- Fostered open communication among the team which decreased staff turnover and increased motivation.

Subway Sandwich, Singapore

Shift Manager, August 2010-January 2012

- Delegated staff to proper workstations to maximize productivity.
- Monitored staff to adhere to company standards and food hygiene in preparation and handling of food.
- Made sure that the speed and quality are met during rush hour to achieve sales goal.

Basic Food Science, Philippines

Brand Executive, June 2008-February 2010

- Conceptualized and executed below the line advertisement and promotions.
- Hired, trained and monitored both the sales force and activation staff.
- Closed deal for the sponsorship with different organizations and schools.

Starbucks Coffee, Philippines

Shift Supervisor, November 2004-June 2008

- Created positive learning environment by coaching new barista.
- Certified Coffee Master and consistently given the “Legendary Customer Service Award”.
- Managed to hit the Learning and Development score during the audit as well as the Mystery Shoppers program, by continuously mentoring partners in standards and new memo

Education

University of Santo Tomas, Philippines

Bachelor of Science in Food Technology 1999-2003