**GERALD B. DELA CRUZ**

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**WORK EXPERIENCE**

* **Bartender**

The Plantation Bar and Bistro (2016-2020)

* Assigned by Management to train new Supervisor/ Manager in product preparation;
* Welcomed guests and oriented them of food/beverage special items;
* Prepared alcoholic and non-alcoholic beverages for guests;
* Adhered to proper beverage handling, sanitation and safety procedures;
* Ensured smooth operation of bar services;
* Completed cleaning guidelines according to daily and weekly schedules;
* Interacted with guests, took their orders and served their drinks;
* Had very detailed knowledge on product offerings and guest service satisfaction;
* Handled customer complaints professionally and ensured coordination with Restaurant Supervisors and Managers;
* **Bartender / Server**

Alba Restaurante Espanol (2011-2016)

* Welcomed guests and oriented them of food special items;
* Prepared alcoholic and non-alcoholic beverages for guests;
* Adhered to proper beverage handling, sanitation and safety procedures;
* Ensured smooth operation of bar services;
* Completed cleaning guidelines according to daily and weekly schedules;
* Interacted with guests, took their orders and served their drinks;
* Had very detailed knowledge of Spanish Food;
* **Merchandiser**

Shopwise Alabang (2010 – 2011)

* Interacted with customers and offered assigned brand products to them;
* Maintained cleanliness within assigned area;
* Assisted customers in their product inquiries
* **Merchandiser**

Puregold Zapote (2009 – 2010)

* Interacted with customers and offered assigned brand products to them;
* Maintained cleanliness within assigned area;
* Assisted customers in their product inquiries

**EDUCATIONAL BACKGROUND**

* Bachelor’s Degree
* Bachelor of Science in Marine Transportation

Philsin College Foundation

2009