

# BRIAN P. ORTEGA

## CONTACT

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## PROFILE

Accuracy-driven, efficient, organized and dedicated person with proven track record of providing exceptional Client and Customer Service in fast-paced environment. Offering keen attention to detail and strong decision making skills to manage multiple, concurrent tasks. Self-motivated work ethic with ability to perform effectively in independent or team environments.

## EDUCATION

BS Marine Transportation  
Asian Institute of Marine Studies  
June 1995 - March 1998

Hotel and Restaurant Management  
Emilio Aguinaldo College  
March 1999 - June 2000 (undergraduate)

## EXPERTISE

Social Awareness  
Critical Thinking  
Judgment and Decision Making  
Customer Service  
Public Relations

## SKILLS

Excellent Communicator  
Organized and Efficient  
Computer Literate  
Leadership Skills

## PROFESSIONAL EXPERIENCES

**June 12, 2023 – Present**

### Food Service Supervisor

A & W Restaurant  
Matane, Quebec Canada

Supervising the operation in both front of the house and back of the house. Ensuring prompt and friendly customer service. Supervising the preparation and delivery of food and beverages. Scheduling restaurant staff and delegating task. Training and managing restaurant staff. Responsible for ordering restaurant supplies. Motivating workers towards better work performance and customer satisfaction.

**June 18, 2020 – April 10, 2023**

### Restaurant Supervisor

LaPaz Batchoy Restaurant – Dubai  
Green Corner building, Al Rigga, Deira, Dubai

Ensuring nice atmosphere for staff and guests. Following food presentation. Approaching the guests for their feedback and experience. Analyzing staff performance. Training of new staff. Working on marketing and restaurant relations. Maintaining cleanliness. Overseeing restaurant operations (FOH, BOH). Staff scheduling. Settling of kitchen related problem if occurred. representing the manager when off.

**April 26, 2019 – January 31, 2020**

**Restaurant and Catering Supervisor**

Al Khettar Restaurant and Catering  
22nd St. Industrial 2 Al Quoz, Dubai

Provide an exceptional service and experience to all customers and clients. Responsible for all the business operations of the restaurant and catering.

**June 13, 2016 – Feb. 24, 2018**

**Sales and Marketing Associate**

MCRB Water Refilling and Supplies Pvt. - Philippines

Manage business inbound and outbound customers relationship. Informing and updating products and supplies. Development of market needs. Discovering new opportunities that will help our business growth and profit.

**May 31, 2005 – January 20, 2014**

**Wine Attendant • Bar Service**

Holland American Line / United Phil. Line  
International Cruise Line

To provide exceptional bar and wine services at all times in the assigned areas and provide to each individual guest a happy and memorable once in a lifetime experience.

**April 2003 – Sept. 27, 2004**

**Waiter • Restaurant Team Member**

Ocean Village. P&O-Princess Cruises  
International Cruise Line

Handle and ensures the restaurant including the food, hygiene, and cleanliness are into the highest service and standards according to the USPH and P&O/Princess Cruise set rules, regulations and standard.

**May 2001 – Oct. 18, 2002**

**Housekeeping Team Leader • Food and beverage Supervisor**

Negros Navigation Co. (Through Han's Gourmet Services) - Philippines

To provide an excellent service all through-out the hotel operations.

**June 1995 – Nov. 1998**

**Service Crew / Jollibee & Mc Donalds Philippines**

Take customer orders and process payment. Prepare and expediting food order. Maintained high standards of customer service during high-volume, fast-paced operations, and communicate clearly and positively with co-workers and management.

## **TRAININGS ATTENDED**

### **Housekeeping Service**

NYK-FIL Maritime E-Training Inc., Manila Philippines  
December 02-20, 2002

### **Food and Hygiene Training Course**

Chartered Institute of Environmental Health, London UK  
April 13, 2003

### **Food and Beverage Service**

NYK-FIL Maritime E-Training Inc., Manila Philippines  
January 06-20, 2003

### **Gallery Cruise Course**

NYK-FIL Maritime E-Training Inc., Manila Philippines  
January 21-24, 2003

### **Introduction to the World of Hospitality**

NYK-FIL Maritime E-Training Inc., Manila Philippines  
November 20-22, 2002

## **PRACTICUM TRAINING**

### **Food and Beverage Service**

Superbowl - Art of Eating Conge Pte., Ltd.  
Boat Quay, Singapore  
December 24, 1999 - June 20, 2000

### **Public Relations & Front Office**

The Westin Philippine Plaza Hotel  
CCP Complex, Manila  
November 1999 - December 1999

### **Front of the House**

Italliani's Restaurant  
Robinson's Place, Ermita, Manila  
November 1999 - December 1999