

Leonard Sales Tannagan

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Career Objective:

Looking for full time employment in the restaurant or in coffee shop. Experienced with more than 10 years in hospitality for food & beverage responsibilities include attending to customers requests, serving food or packaging it for takeaway, take orders and relay to kitchen and bar staff, and accepting payments and maintaining high standards of food beverage service quality and cleanliness to meet the customer satisfaction and goal of the company for growth revenue.

Skills

Organized Multi-Tasker, Reliable Team worker, Good in Customer Service, Excellent in Good Communication, Point of Sales, Food and Beverage Sanitation

Work Experience:

Bar Attendant Utility

Norwegian Cruise Line • Miami, Florida

05/2023 - 11/2023

Duties and Responsibilities:

- Supports the bartenders in the day-to-day operation of the public bars and lounges.
- In charge with ensuring that the bar and lounge areas are clean and orderly.
- Stock and re-stock bar/lounge on a constant basis to ensure that the bartenders and bar waiters always have the products the guests require.
- Side duties, taking orders and serving drinks as per manager instruction; and if needed to support the bar staff.

Bar Attendant Utility

Costa Crociere - Fascinosa, Firenze, Smeralda • Genova, Italy

12/2019 - 08/2021

Duties and Responsibilities:

- Maintained the right temperature of the machine and proper food storage.
- Maintain organized bar pantries up to standard operating procedure.
- Ensure that the bar is cleaned according to established United States Public Health standards at the close of the shift.
- Responsible for cleaning of glass wash machines, floors, walls, ceiling, drains, light covers, etc.
- To ensure that waste bins are emptied, cleaned, and replaced.

Shift Supervisor/Barista

Starbucks Middle East- Alshaya Group • Riyadh, Saudi Arabia

07/2015 - 12/2016

Duties and Responsibilities:

- Providing coaching and feedback to partners on shift to ensure operational excellence and to improve partner performance.
- Supervised and coordinate schedules the activities of staff who prepare food and beverage and served.
- Follows health, safety and sanitation guidelines for all products.
- Ensure the operational policies and procedures, for cash handling and food safety and security, to ensure the safety of all partners during each shift.

Barista and Cashier

Starbucks Middle East- Alshaya Group • Riyadh, Saudi Arabia

07/2012 - 06/2015

Duties and Responsibilities:

- Taking orders of the guest and serve drinks.
- Follows health, safety and sanitation guidelines for all products.
- Delivers legendary customer service to all customers by acting with a “customer comes first” attitude and connecting with the customer. Discovers and responds to customer needs.
- Cleaning and sanitizing work areas, utensils and equipment.

Barista

Scoler Coffee - Alsinjab Co. • Riyadh, Saudi Arabia

02/2010 - 05/2012

Duties and Responsibilities:

- Preparing and serving hot and cold drinks such as coffee, tea beverages.
- Describing menu items and suggesting products to customers.
- Servicing customers and taking orders.
- Ordering, receiving and distributing stock supplies.
- Processing customer payments cash/debit cards

Food Counter Attendant

Jollibee Foods Corporation • Tuguegarao, Philippines

09/2007 - 03/2008

Duties and Responsibilities:

- Taking orders and serve orders of a guest.
- Cleaning and restocking work and dining areas, emptying trash and sanitizing equipment and utensils.
- Served customers quickly and efficiently and created strategies to prevent delays.
- Maintained cleanliness of dining table and food stations. Stocked prep areas by refilling silverware trays, stacking cups, folding napkins and refilling condiments.
- Coordinated with food preparation staff for time plating and delivery of meals to dining table guests to guarantee freshness and acceptable temperature .

Awards & Certificates

- Awarded with bravo Certificate Achieving Target Sales.
- Awarded with Certificate for Outstanding Customer Service.
- Awarded a "M.U.G" moves of Uncommon Greatness for helping out to cover other partner's shift.
- Promoted as Shift Supervisor 1st of July 2015.
- Awarded as Certified barista trainer 2nd of September 2015.

Education

Bachelor Science in Hotel and Restaurant Management

F.L Vargas College • Tuguegarao, Cagayan

08/2008

4th Year Undergraduate