

19-9619 180 Street NW  
EDMONTON AB T5T 4L9

January 28, 2026

Tokyo Express  
West Edmonton Mall  
Edmonton

Dear Sir or Madam:

SUBJECT: Kitchen helper – West Edmonton Mall

An ad was placed that appeared in Job Bank for kitchen helper positions at West Edmonton Mall and Meadowlark. The one at WEM interests me, because I only live a short distance from there. After 15 years of experience in five-star resorts in the Dominican Republic and my experience at the Fantasyland Hotel (FLH), Shoo Loong Kan and Nagaiki Ramen, my customer-services skills would be of great benefit to your business. Any type of position is of interest to me because I am familiar with how a restaurant functions.

The satisfaction of the guests has always been my number one priority. Guests would request me personally as their server in the resort restaurants because of the attention I would show them. New experiences are not a problem for me. The banquet manager at FLH took the time to work with me to learn how Canadian hotels function. In a short time, she had taken to call me her number one. Until her retirement in January, she had given me more responsibility because she knew how I could adjust to new situations and handle the pressure of working large banquets with others or small functions on my own. The current manager also saw my value and had even loaned me out to the L2 Grill, so I was in high demand some days. At Shoo Loong Kan, occasionally, I was responsible for supervising the cleaners and bussers, and closing the restaurant for the night.

My main skills are in serving, bussing and more recently, dishwasher, but in 2014, I worked at the Merengue Punta Cana and helped with meal prep when the chef was short-handed. My previous resort and FLH/Shoo Loong Kan experiences do give me a familiarity with the high standards of hotels and restaurants and what is required of a person who works in these positions. With my vast experience with restaurants, buffets, room service, and events, my current hard skills and soft skills are a perfect fit for any hospitality locale.

Now a permanent resident of Canada for three years, I look forward to working in a positive work environment. I am eager to work for someone who is willing to give me a chance to show them how I well I can work. Please contact me at 825.823.2383 or 780.486.4965 to arrange a time for an interview to discuss my qualifications with you. I appreciate your time and consideration.

Sincerely



Ramón Jimenez Olivo

## **Ramón Jimenez Olivo**

19-9619 180 Street NW  
Edmonton, Alberta  
T5T 4L9

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h: 780.486.4965  
c: 825.823.2383

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### **OBJECTIVE**

Obtain full-time hours in a hospitality setting while demonstrating an excellent work ethic developed by working in five-star resorts in the Dominican Republic.

### **SPECIAL SKILLS**

Fluent in Spanish  
English Second Language  
Strives to please the customers, guests  
Focuses on attention to detail in all aspects of the work environment  
Upholds cleaning standards demonstrated in the hospitality industry  
Works independently  
Follows directions  
Realizes and appreciates the importance of two-way communication  
Familiar with POS system

### **CERTIFICATES**

ProServe  
WHMIS

### **CANADIAN EXPERIENCE**

Dishwasher, Nagaiki Ramen, Edmonton – December 2025 - Present  
Porter/Server, Banquets and L2, Fantasyland Hotel – October 2022 to November 2025  
Nominated for Over-the-Top New Employee 2022  
Employee of the Month, February 2023, November 2024, August 2025  
Cleaner/Busser, Shoo Loong Kan Hotpot, Edmonton – October 2024 to July 2025  
Buffet Runner, Royal Buffet Carvery, West – October 2022

### **EXPERIENCE**

Restaurant supervisor, daytime and evening  
Room service supervisor, evening  
Waiter for specialty restaurants  
Kitchen helper in small local restaurant  
Server for buffets  
Set up and serve for special events  
Security guard, daytime and evening  
Manager of a 21-unit condominium complex  
Helper on construction and carpentry sites

### **RESORTS (Punta Cana area)**

Impressive Resorts, Bavaro – 2021-11 to 2022-01  
Sunscape Resorts, Bavaro – 2018-07 to 2019-09  
Melia Caribe, Bavaro – 2018-01 to 2018-04  
Occidental Flamenco, Bavaro – 2017-12 to 2018-01  
Now Larimar, Bavaro – 2017-03 to 2017-12  
Majestic Mirage, Arena Gorda – 2017-02 to 2017-03