

BRIAN P. ORTEGA

CONTACT



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Matane QC G4W 0H2

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