

# JHERWIN M. PRESNILLO

Rua De Entre Campos 14 Edeficio Kong San  
Andar 2 Macau S.A.R, China  
+853 63266093  
[jpresnillo54@gmail.com](mailto:jpresnillo54@gmail.com)  
Philippine Passport Holder

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**OBJECTIVE:** I am a multi-skilled and dedicated Professional with an educational background in Hotel Management & Tourism and Computer Electronics. I have 15 years of total work experience in Airport Operations and Food & Beverage - Hospitality industries in Macau, Saudi Arabia and Qatar. Seeking for a job opportunity as a **Waiter or Food Counter Attendant**.

## SKILLS SUMMARY:

<u>Inspection &amp; Reporting Skills</u>	<u>High sense of loyalty and integrity</u>
<u>Sales &amp; Customer Service</u>	<u>Organizational Skills</u>
<u>Food Safety and Handling</u>	<u>Ability to Multitask</u>
<u>Process Implementation</u>	<u>Critical and Methodical Thinking Skills</u>
<u>Training / Mentoring Skills</u>	<u>Communication Skills: Oral and Written</u>
<u>Strong Attention to Detail</u>	<u>Has the ability to work and remain calm under pressure</u>
<u>Leadership &amp; Coordination Skills</u>	<u>Adherence to occupational health and safety policies</u>
<u>Fosters teamwork and collaboration</u>	<u>Quick-learning ability</u>

Computer Literate: Knowledgeable in Basic Microsoft Office Programs and other relevant applications.

## WORK EXPERIENCE: Restaurant Supervisor,

Position Held	: <b>Property Assistant</b>
Employer / Company	: Macau Airport Office - Jones Lang Lasalle Ltd.
Industry	: Airport Operations
Location	: Macau S.A.R, China
Period	: June 2015 – Present

- Patrol the entire building and inspect overall structures.
- Assist the cleaning company, contractors, and other workers on their respective tasks.
- Handle phone calls from the tenants that might need assistance in terms of maintenance issue or even an incoming VIP's that needs to be assisted.
- Conduct report after shift on everything that happens on a day and follow up any important works that related to policies of the company.

Position Held	: <b>Restaurant Supervisor</b>
Employer / Company	: El Chico - Unique Hospitality
Industry	: Food & Beverage - Hospitality
Location	: Riyadh, Kingdom of Saudi Arabia
Period	: August 2012 - May 2015

- Monitor and uphold the SOP's of the company from the recipe up to food safety and cleanliness.
- Efficiently handle all guest complaints, solve and act without suffering of both guest and company's interest.
- Monitor staff performance and conduct follow up training for their efficiency.
- Prepare staff schedule according to the needs of guest volume on each specific day.
- Ensure a positive, welcoming and fun environment.

Position Held : **Waiter**  
 Employer / Company : El Chico - Unique Hospitality  
 Industry : Food & Beverage - Hospitality  
 Location : Riyadh, Kingdom of Saudi Arabia  
 Period : May 2011 - August 2012

- Welcome and greet guests in a polite manner.
- Employ superior knowledge on all aspects of the menu when taking orders
- Consistently punch orders using POS - Cash Register System and relay to the back of the house team for preparation in a timely manner.
- Serve food and beverage orders to the guest's table and conduct table visit(s) on the middle of their meal to make sure that the guest is well-satisfied.
- Buss tables and set it up again for the next coming guests.
- Handle bill payment using cash or card & invite them again for their next visit.

Position Held : **Cashier**  
 Employer / Company : KFC - Americana Food Company  
 Industry : Food & Beverage - Hospitality  
 Location : Doha, Qatar  
 Period : September 2008 - December 2010

- Greet guests upon entering the store or before reach the counter area.
- Get the guest order, punch the order using POS, repeat the order and process the payment
- Assemble the order correctly either dine in or take out
- Replenish the stock for the day-to-day operation
- Maintain the cleanliness of counter tops, floors and respective areas of duties.

Position Held : **Line Cook**  
 Employer / Company : KFC - Americana Food Company  
 Industry : Food & Beverage - Hospitality  
 Location : Doha, Qatar  
 Period : November 2007 – September 2008

- Set-up assigned work station, clean and sanitized first before the operation starts.
- Prepare and cook as per restaurant recipe.
- Maintain a clean work station, including the equipment, working tables and shelves.
- Monitor all critical point of the product either cooked or raw, checked temperature follow established guidelines.
- Follow all the SOP's provided by the company
- Adhere to food safety & health protocols at all times to avoid food cross-contamination.

## EDUCATION:

### **Tertiary:**

Bachelor Science in Hotel Management & Tourism	Diploma in Computer Electronics
Dr. Yanga's Colleges, Inc.	STI College
Bocaue, Bulacan, Philippines	Balagtas, Bulacan, Philippines
June 2004 (undergraduate)	June 2001 - April 2002