

JOHN L. FERMIN

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OBJECTIVE:

To seek a Personal Support worker challenging career position that will develop and enhance my skills by putting all efforts in the work assigned to me where I can grow along with the organization and will give me a chance to be a part of the team that contributes towards the growth of the organization.

EXPERIENCE:

Chef/Cashier/Barista | Projeto Acai Restaurant | Dubai, United Arab Emirates | July 2022-July 2024

- Servicing customers and taking orders.
- Cleaning and sanitizing work areas, utensils and equipment.
- Describing menu items and suggesting products.
- Maintains inventories by replenishing maintaining supplies.
- Preparing and serving hot and colds drinks such as coffee, smoothie, Acai and artisan beverages along with other menus.
- Adhere to recipes and presentation for food and beverages items.
- Ensure compliance with food safety guidelines.
- To work official function as detailed by your Line manager.
- Accept and process customer payments.

Manager/Senior Shift Leader | Kentucky Fried Chicken (KFC) | Quezon City, Philippines | 2015-2021

- Proactively and consistently all in store employee relations issues, updating Area Coach and RGM, as appropriate.
- Assist the management team to follow up with new starters and all employees ensuring they are trained to company standards and carry out observations on specified tasks.
- Provides supervision, coaching and support your team to ensure standards are maintained throughout the shift.
- Ensure that the restaurant cleaning plan/rota is followed and adhered to.
- Ensure that the correct volume of product is prepared to meet level of business and accurately maintain the product control.

- Assist the RGM to develop a strong sales culture in store, setting team members clear sales targets for every shift.
- Complete all daily paperwork and in-store banking for the designated shift.
- Ensure that all company security procedures are followed throughout the shift.
- Complete the end of shift/end of day stock check, highlighting discrepancies, as necessary.

Service Crew | Kentucky Fried Chicken (KFC) | Quezon City, Philippines | 2009-2015

- Present menu, take an order, suggest and recommend appropriately.
- Serves the food and beverages in a positive and friendly manner.
- Answered customer questions and provided store information.
- Ensure that food is prepared correctly and to customers satisfaction.
- Collects plates and clears the table as customers finish their meals.
- Assist with other restaurant tasks such as cleaning the dining and kitchen area.
- Perform other related duties as assigned.

EDUCATION/TRAINING CERTIFICATE:

Barista Professional | Iconic Training Institute L.L.C. | Dubai, United Arab Emirates | March 2024- June 2024

Shift Leader Developing Champion | Ramcar Training Center, Philippines | June 2015

Team Leader Developing Champion | Ramcar Training Center, Philippines | July 2011

All Star Developing Champion | Ramcar Training Center, Philippines | August 2010

High School Diploma | Marinduque National High School, Philippines | 2002-2006

RECOGNITION:

Service Award for the invaluable services rendered exemplifying dedication to work and loyalty to the brand | Old Caloocan City Hall, Philippines | July 2019

Champ Challenge Highest level of team member performance in Asia Pacific | Singapore | November 2016

Certificate of Highest-level team member performance in KFC Philippines | San Juan City, Philippines | July 2016

Champ Challenge Highest level of team member performance in KFC Philippines | North Luzon, Philippines | July 2015

Certificate of Award for being RGM's Choice | KFC SM Bldg. F, Philippines | December 2012

Certificate of Excellence as so-good Team Member | KFC Meycauayan, Bulacan, Philippines | December 2011

Certificate of Recognition so good in Kitchen | KFC SM North Annex, Philippines | May 2011

Certificate of Excellence as Best Kitchen | Kentucky Fried Chicken (KFC), Philippines | 2009-2010

Certificate of Achievement for Most Improves RTM | Kentucky Fried Chicken (KFC), Philippines | September 2009

SKILLS:

- Outstanding communication and interpersonal skills.
- Respond positively to coaching and feedback.
- Able to learn and execute multiple tasks.
- Work with sense of urgency to deliver fast service.
- Handle POS transaction and payments with accuracy.
- Strong time management skills in order to ensure all work is completed by the end of shift.
- Can easily adapt to change and new environment.
- Able to work under pressure.

REFERENCE:

Mr. Peter Rovira | Former Manager at Kentucky Fried Chicken (KFC), Philippines. Contact No. 4037154247
Email: Peter@hemkundgroup.ca

Mr. John Ruiz Dulaca | Food Supervisor at Tim Hortons, Kelowna British Columbia Canada. Contact No. : 2363383991

Mr. Rye De Lara | Former Area Coach at Kentucky Fried Chicken (KFC), Philippines.