



Janel Java

Waiter

CAREER OBJECTIVE

Dedicated waiter with a strong work ethic and a passion for delivering excellent customer service. Experienced in high-paced environments with a solid understanding of International, Asian and European cuisine. Reliable and committed to providing guests with a positive dining experience.

EXPERIENCE

WAITER

10/2022 - Current

Koko Bay Restaurant - Dubai, United Arab Emirates

- Sharing detailed menu information and offering recommendations.
- Taking accurate orders using POS softwares and Up-selling additional products.
- Multi-tasking front-of-house duties.
- Providing courteous, professional, efficient and flexible service at all times.
- Managing restaurant closing duties and maintaining hygiene standards.

SUPERVISOR

10/2021 - 09/2022

Oakridge Executive Club - Mandaue City, Philippines

- Scheduled work shifts and tasks to meet service goals.
- Completed daily opening and closing procedures.
- Generated end-of-day reports and created tracking templates.
- Handled calls, maintained records, and monitored employee productivity.
- Conducted performance appraisals.
- Provided professional customer service, managed billing, and maintained cleanliness.
- Organized workplace operations efficiently.

PERSONAL DETAILS

📍 Al Barsha 1, Dubai, UAE

☎ +971 52 294 6025

✉ janeljava@gmail.com

Filipino

January 18, 1996

SKILLS

- Can work without Supervision
- Omega, Alliance and Micros system
- Able to work under pressure
- Sense of Ownership and Responsibility
- English Communication skills
- Flexibility
- Adaptability
- Attention to detail
- Interpersonal skills
- Customer focus
- Multi-tasking
- Microsoft Office

EDUCATION

- Bachelor of Science in Hospitality Management
Cebu Technological University
Main Campus
Cebu City, Philippines

CERTIFICATIONS

- Certification of Recognition - Cum Laude

TRAININGS

- Basic Food Safety and Hygiene

ON THE JOB TRAINING

WAITER

11/2017 - 02/2018

**Mandarin Plaza Hotel
Cebu City, Philippines**

- Accumulated total of 400 hours
- Assign in:
 - Service
 - Kitchen
 - Housekeeping

WAITER

03/2017 - 07/2017

Circa 1900 - Cebu City, Philippines

- Accumulated total of 300 hours
- Assign in:
 - Service
 - Bar
 - Banquet

WAITER

09/2019 - 10/2021

Oakridge Executive Club - Mandaue City, Philippines

- Delivered exceptional service to VVIP guests, including high government officials and business owners
- Maintained a professional and polished demeanor in a private business lounge environment.
- Ensured discreet and attentive service, anticipating guest needs and preferences.
- Provided personalized menu recommendations and managed special requests with precision.

WAITER

06/2018 - 08/2019

Maayo Hotel - Mandaue City, Philippines

- Entirely flexible and adapt to rotate within the different sub departments of the F&B.
- Providing high standard of quality service as per Standard Operational Procedures.
- Capable of handling cashiering roles.
- Handled room service, delivering food directly to guest's rooms.

CHARACTER REFERENCES

Ms. Haya Chandel

Assistant Manager
Koko Bay Restaurant
+971 56 105 1829

Mr. Rajendra Singh

Supervisor
Koko Bay Restaurant
+971 55 319 9645