




Leilani Rose Yu

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PROFILE

Dynamic F&B Operations Manager with 2 years of experience coordinating food and beverage planning and managing kitchen staff. Expertise in quality control, inventory maintenance and customer satisfaction.

SKILLS

Food Service Operations



Problem Solving



Creativity



Leadership



WORK EXPERIENCE

F&B OPERATIONS MANAGER

November 2019
- December 2021

Plantation Bay Resort & Spa

- Oversee the overall operation of the restaurants, banquets and bars.
- Monitors the quality of the food served by knowing the recipes and procedures consistent with the 5-star standards.
- Strictly enforces the policies and procedures in order to protect standard.
- Developed food and drink menu to attract diners
- Recruited and hired employees offering talent and charisma to restaurant team

ASSISTANT RESTAURANT MANAGER

July 2019-
November 2019

Plantation Bay Resort & Spa

- Deliver trainings in food preparation and customer-facing roles among service staff to promote strong team performance.
- Monitor the equipments and schedule regular maintenance and repair operations to keep building and equipment in peak condition.
- Immediately resolved issues with patrons by employing careful listening and communication skills.
- Helped general management develop prices based on inventory costs and portion sizes

RESTAURANT SUPERVISOR

July 2017-July 2019

Plantation Bay Resort & Spa

- Coordinated promotion of special menu items, motivating wait staff to increase sale of new special dishes and bundles
- Monitored staff performance, enforcing adherence to policies, procedure, regulations and top service standard
- Organized implementation of new banners, displays and menus
- Effectively scheduled and allocated assigned team in alignment with operational and customer needs
- Identified and addressed customer concerns to promote satisfaction and loyalty.

WORK EXPERIENCE

SENIOR FOOD ATTENDANT

Plantation Bay Resort & Spa June 2016-July 2017

- Served customers in a friendly, efficient manner following outlined steps of service. Handled challenging situations with ease.
- Maintained energy and enthusiasm in fast-paced environment.
- Actively listened to customers' requests, confirming full understanding before addressing concerns.

FOOD ATTENDANT

Plantation Bay Resort & Spa August 2014-June 2016

- Practiced safe, sanitary food handling for preparation and service to maximize pleasant dining experience
- Explained menu items and preparation methods to provide high level of quality service and suggested appropriate options for food allergy concerns
- Upsold high-profit items such as appetizers and mixed drinks to enhance sales numbers
- Monitored guests for intoxication and immediately reported concerns to management, contributing to safe and welcoming environments to all patrons.
- Collaborated with kitchen team to manage efficient deliveries and minimize customer service issues by verifying meals.

EDUCATION

BACHELOR OF SCIENCE IN TOURISM, HOTEL AND RESTAURANT MANAGEMENT

Leyte Normal University
Tacloban, City May 2014

TRAININGS/SEMINARS/ AWARDS

- FILIPINO SIGN LANGUAGE ONLINE LEARNING PROGRAM, PLANTATION BAY RESORT AND SPA, FEBRUARY 2021 - MARCH 2021
- BASIC MANDARIN CLASS, PLANTATION BAY RESORT AND SPA, FEBRUARY 2018 - MAY 2018
- DEVELOPING ASSERTIVENESS FOR LEADERS, ATENEO DE MANILA UNIVERSITY, JULY 2018
- PEST AWARENESS SEMINAR, PLANTATION BAY RESORT AND SPA, AUGUST 2017
- SMILEY BADGE AWARDEE, PLANTATION BAY RESORT AND SPA, JULY 2017
- PEOPLE ARE THE FLAVOR SEMINAR BY MANAGEMENT STRATEGIES, PLANTATION BAY RESORT AND SPA, JULY 2016
- HONESTY AWARDEE, PLANTATION BAY RESORT AND SPA, JULY 2016

CHARACTER REFERENCE

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