

October 7, 2014



CERTIFICATION

TO WHOM IT MAY CONCERN:

This is to certify that **Ms. BERNADETTE L. REOMA** was employed by **WHOLESOME FOODS INCORPORATED** as **Senior Assistant Restaurant Manager** from June 16, 2009 to April 15, 2014. She was receiving an annual remuneration of Php 199,420.00 plus Php 72,000.00 allowances and worked for 40 hours per week at the time of her resignation.

Her specific duties and responsibilities were the following:

SENIOR ASSISTANT RESTAURANT MANAGER (SARM)

March 16, 2013 – April 15, 2014

1. Manages sales projections, inventory and the major controllable items (food cost, operating supplies, and office supplies) of the restaurant
2. Facilitates the development and training of other assistants and restaurant team members
3. Conducts operational evaluation and facilitates use of results to guide improvement
4. Designs and implements Local Store Marketing (LSM) programs effectively and looks for potential sales/marketing opportunities within the retail trade area
5. Exhibits "Customer Mania" behavior and drives for customer-focused behavior in the restaurant
6. Maintains restaurant operations in the absence of the Restaurant General Manager (RGM)
7. Handles one-on-one training with the Restaurant Team Members (RTMs)
8. Prepares and evaluates programs that will boost RTMs morale
9. Conducts section meetings
10. Provides leadership for responses to in-store emergencies or crises in the absence of the RGM
11. Facilitates employee issue resolution and the proper implementation of disciplinary actions
12. Checks facilities and equipment if they are properly maintained and serviced
13. Facilitates restaurant compliance to all restaurant safety, security and sanitation requirements
14. Guides and coaches Assistant Managers on how to achieve targets
15. Assists in developing game plans
16. Evaluates RTM capability/readiness for a specific station



17. Schedules RTM for the specified station
18. Assesses RTMs' actual performance
19. Recommends certification for the qualified RTMs
20. Recognizes RTMs' contributions
21. Coaches and supports RTMs as needed
22. Develops and trains other assistants and restaurant team members along with the RGM
23. Handles one-on-one training with the RTMs
24. Prepares and evaluates programs that will boost RTMs' morale
25. Implements Restaurant administration procedures and Company Policies and promotes compliance
26. Implements employee disciplinary actions

JUNIOR ASSISTANT RESTAURANT MANAGER (JARM)

February 4, 2011 – March 15, 2013

1. Coaches and leads the Restaurant Management Trainees (RMT) and Restaurant Team Members (RTM)
2. Provides guidance to RMTs in controlling cost and building sales
3. Contributes to the management team by providing leadership for achieving goals with new product or program rollouts
4. Facilitates manpower forecasting, crew scheduling, proper distribution and utilization of manhours
5. Responsible for the attainment of the store's labor cost target
6. Submits all daily, weekly and mid-month/month-end reports accurately and on time
7. Controls and maintains inventory of Chuckie meals and other premium items in the restaurant
8. Exhibits "Customer Mania" behavior and drives for customer-focused behavior in the restaurant
9. Promotes the consistent implementation of Customer Mania Program in the restaurant: gravy refill, roving vendor
10. Provides leadership for responses to in-store emergencies or crises
11. Facilitates restaurant compliance to all restaurant safety, security and sanitation requirements
12. Conducts section meetings
13. Responsible for the delivery system operations in the restaurant
14. Communicates goals and targets to the Delivery Team
15. Checks for the implementation of SDS standards and procedures in the restaurant
16. Monitors maintenance and usage of motorbikes
17. Leads in the attainment of the delivery sales target and bottom line
18. Handles the Smarty Party operations in the restaurant by ensuring that all materials needed for the party are properly coordinated



19. Promotes the Smarty Party Package
20. Creates Smarty Party Team and orients the party host, mascot and party assistant
21. Leads in the attainment of smarty party sales target
22. Does minor troubleshooting of equipment
23. Conducts orientation on Basic Troubleshooting
24. Responsible for the training and development of the restaurant's delivery team
25. In charge of the training the store's party host and mascot talent
26. Recognizes and motivates MTs and RTMs
27. Implements employee disciplinary actions
28. Implements Restaurant administration procedures and Company Policies and promotes compliance

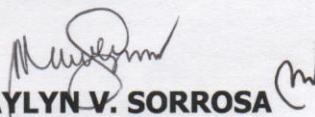
MANAGEMENT TRAINEE (MT)

June 16, 2009 – February 3, 2011

1. Leads and coaches Restaurant Team Members (RTMs) in assigned restaurant
2. Controls and maintains inventory of small wares and tools
3. Provides leadership for responses to in-store emergencies or crises.
4. Checks maintenance and servicing of all facilities and equipment
5. Supervises team's compliance to control measures on utilities and cleaning supplies target
6. Conducts station meetings
7. Implements procedures and Company Policies
8. Implements restaurant compliance to all restaurant safety, security and sanitation requirements
9. Leads and trains RTM in daily functions
10. Recognizes and motivates RTMs
11. Facilitates positive and professional relationship between Managers and RTMs.

This certification is issued upon the request of **Ms. REOMA** for employment application purposes only.

Certified by:


MAYLYN V. SORROSA
HRMD Manager