MARK ANTHONY CUI. RIODEQUE

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Assistant Manager | Supervisor

Assistant Restaurant Manager with 13 years of experience managing a high quality and fast-paced restaurant. Ability to train staff to the highest standards of customer service, ensuring increased customer satisfaction, reduced staff turn-over rates, increase of sales using up selling techniques and marketing strategies. Looking to use my strong leadership skills and proven track record of assisting restaurant to achieve new levels of profitability and efficiency for your establishment.

WORK EXPERIENCE

Senior First Assistant Manager (Handling Restaurant)

December 2016 - March 2025

Nandos (The Dubai Mall, Dubai, UAE)

- Managing People and making sure that my team are well trained and deliver 100% customer satisfaction
- Ensure the cleanliness of kitchen, food and service area and make sure all are in place and ready for the audits.
- Ensure the smooth operation of the restaurant.
- Ensure temperature check are being followed accordingly and is updated 3 times a day.
- Ensure the correct staffing levels to deliver great food always are in place.
- Ensure to complete the daily checklist opening and closing.
- Ensure that the production planning is complete and followed accordingly.
- Support my team to achieve the restaurant targets.
- Ensure that there are the correct stocks levels in place to ensure full delivery of menu all the time.
- Maintain the kitchen and all equipment within it to the highest standard.
- Order food and maintain correct par levels of food stocks.
- Assign jobs in the kitchen according to staff levels.
- Check food quality and food labels before every shift.
- Controlling the daily ordering to avoid excessive wastages to help to lower down our food cost control.
- Monitor and give feedback to the staff to handle the food properly.
- Ensure that 100% correct inventory of weekly and monthly.
- Ensure the correct input of wastages, invoice and transfers in POSIST
- Ensure that delivery tracking is updated.
- Checks quality of food for delivery orders.
- Ensure that the delivery of orders not exceed with the promise time.
- Ensure that the delivery driver and doing LRM during lean hours.
- Ensure that the packaging of the product is neat and clean.
- Ensure that all products are in their proper packaging and labels.

Food and Beverage Supervisor

April 2014 - December 2015

Grand Midwest Hotel (Dubai, UAE)

- Customer focused by consistently delivering excellent customer service with fast, friendly and accurate that will make them want to return.
- Act on customer feedback relevant to your areas of responsibility. This includes customer complaints and compliments.
- Do steps to customer recovery
- Execute operations including food and beverage promotions, customer service and inventories
- Lead the Front of the House staff in training the following: restaurant standards and customer service
- Assist F&B Management in monitoring labor, inventory and Food Handlers.
- Monitor the performance of the staff and give commendation to high their morale and to motivate them to work.
- Delegates responsibilities to the staff and follow up
- Train the staff in proper hygiene, hospitality and procedure.
- Ensure proper maintenance, cleaning and operation of the outlet and service equipment
- To check on staff attendance.
- To ensure daily cash and credit collections are in order.
- To record and report the daily sales to food and beverage manager.

- Maintain restaurant inventory, cleanliness and food rotation and menu consistency
- Assist in the execution of the strategic plan including forecasting, budget management, profit and loss accountability, cost controls and inventory
- Conduct inventory for par levels of food, beverage and paper supplies. Assist in establishing methods for inventory control and adhere to purchasing procedure.

First Assistant Manager (First Handling Restaurant) 2005 - 2013

Mc Donald's (Golden Arches Development Corporation) Makati Philippines

PEOPLE

- Demonstrates and reinforces the leadership behaviors and basic people minimums necessary to gain commitment from crew and leadership.
- Executes a plan, based on an employee commitment measurement, to increase employee's loyalty satisfaction and pride with the Mc Donald's experience.
- Knows, enforces and educates crew on all appropriate personnel policies, labor laws, security and safety procedures.
- Recruits, select and retain optimum number of crew, maintenance and management who are enthusiastically dedicated to customer satisfaction.
- Leads the development and training of all restaurant employees.
- Uses basic human relation, communications and follow up skills and treating crew people as customers.
- Overseas and reviews performance appraisals based in defined goals and objectives for all restaurant employees in a timely manner.

QSC/ SALES BUILDING

- Maintain critical standards for raw and finished product quality, service and quality, cleanliness and sanitation.
- Models performance standards for all crew stations and maintenance as needed.
- Measure externals customer's satisfaction and execute plan to improve this satisfaction with their McDonald's experience and increase their loyalty.
- Schedules to build the business on all day parts.
- Executes market wide promotion to maximize sales potentials.
- Develops and executes my local stores marketing plans to maximize sales potentials within the community.
- Conducts in-restaurant implementation of new products and procedure.

PROFIT

- Accurately projects and control all P & L line items.
- Control food cost, waste and cash while managing shifts and areas.
- Conducts an energy survey and implements action plan.
- Conducts diagnostic tools and implement action plan.
- Oversees all systems Ordering, Scheduling, Payroll, Training, Personnel, Planned and Maintenance and building maintenance

SAFETY/ SANITATION/ SECURITY

- Enforces and manages all food safety and sanitation requirements and practices.
- Ensures proper implementation of cash handling policies and procedures for both crew and managers.
- Ensure proper implementation of company policies and procedure for both managers and crew.
- Ensure all security procedure are executed.

ADMINISTRATION

- Administers in restaurant employee benefits and payroll procedures.
- Uses proper security and verification procedures when handling deposits and the contents of the safe.
- Maintain records for safety and appropriately documents contribution and performance in personnel file.
- Ensure that all daily paperwork, weekly inventories and statistical reports are completes accurately and on a timely basis.

ADDITIONAL INFORMATION

Nationality: Filipino

Marital Status: Single

Visa Status: Cancelled

ACHIEVEMENTS

- PIC - Person in Charge of Fire Safety Training First Aid Training
- Above and Beyond Certificate - Nando's UAE