

John Del R. Ignacio

288 Abraham St. Tiaong, Baliwag, Bulacan

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Passport validity: Renewed last March 9, 2022,
will received this 4th week of March



EMPLOYMENT HISTORY

First Assistant Manager / Department Manager

Customer Experience Manager

GOLDEN ARCHES DEVELOPMENT CORPORATION (McDonald's Philippines)

March 2021 up to present

Duties and Responsibilities:

Business Planning and Service Practices

- Monitors and reports progress on department goals and objectives
- Understands the restaurant business plan and takes the ownership of department goals
- Demonstrates ability to engage with customers and handle customer complaints effectively
- Works with the RGM in analyzing and creating action plans based on the results of various customer satisfaction measures

Relationship and Network Building

- Demonstrates All Out Service attributes (Internal and External)
- Builds and maintains a working relationship with the teams, restaurants, departments and other service providers
- Adheres to company code of ethics when dealing with internal and external customers
- Reinforces McDonald's policies and procedures to restaurant management and crew

Food Quality Manager

GOLDEN ARCHES DEVELOPMENT CORPORATION (McDonald's Philippines)

February 2017 to March 2021

Duties and Responsibilities:

Food Safety

- Ensures department members follow correct food safety procedures
- Ensures completion of food safety procedures on shift
- Monitors hygiene and sanitation standards for the restaurant
- Escalates any issues observed and actions taken with the food safety checklists to RGM
- Complies with McDonald's and government food safety standards
- Assists the RGM in following up operational procedures related to food safety complaints
- Assists the RGM with preparing the restaurant team for health inspections and follow up on action items
- Assists the RGM in following up pest prevention program

Inventory Management

- Maintains the correct inventory levels of the products according to the needs of the restaurant (i.e. sales, product mix)
- Communicates and verifies use of stock area lay-out plan Verifies delivery accuracy and proper product rotation, and validate delivery/transfer entries
- Monitors raw and completed waste, food promo, employee and manager meals, and condiments
- Verifies that raw and completed waste is tracked on every shift

Planned and Daily Maintenance

- Trains, assigns, communicates, and verifies completion of the cleaning tasks and responsibilities based on the cleanliness map
- Trains Crew and Managers on planned maintenance tasks
- Performs assigned daily, weekly and monthly equipment calibration
- Schedules and verifies that all planned maintenance tasks in the PM calendar are completed
- Performs troubleshoot on planned maintenance emergencies
- Ensures proper maintenance of restaurant building, plant and equipment
- Monitors usage of utilities and takes corrective actions as appropriate
- Accomplishes Energy survey and develops actions plans based on the results with the RGM. Communicates these action plans to the restaurant team

Shift Manager

GOLDEN ARCHES DEVELOPMENT CORPORATION (McDonald's Philippines)

February 2016 - February 2017

Duties and Responsibilities:

- Ensure the quality standards are being performed during the shift
- Maintaining restaurant safely awareness and safety records

- Using proper security and verification procedures when handling deposits and the contents of the safe
- Executing crew incentives and crew enthusiasm activities
- Demonstrates and reinforces the leadership behaviors and basic people minimums (uniforms, crew schedules) necessary to gain commitment from crew and other shift managers
- Executes a plan, based on an employee commitment measurement, to increase employee's loyalty, satisfaction and pride with its working career
- Knows, enforces and educates crew on all appropriate personnel policies, labor laws, security and safety procedures
- Contributes to the retention of crew who are enthusiastically dedicated to customer satisfaction

Bell Service Attendant

8 WAVES HOTEL

San Rafael, Bulacan

February 2016 – August 2016

Duties and Responsibilities:

- Greet guests when they arrive and leave the hotel.
- Assist with guest luggage and carry items to their room in a safe and professional manner
- Support the front desk staff and bell captain with check-in and responding to guest requests
- Keep the bell desk neat and tidy at all times
- Perform other hotel services as assigned and respond to guest requests as necessary, such as delivering mail and food to guest's rooms, taking laundry service, making sure public areas are clean, and checking the guest's luggage for storage

Kitchen Staff

GREENWICH COMPANY

Baliwag, Bulacan

September 2014 – September 2015

Duties and Responsibilities:

- Clean and sanitize dishes, cookware, and utensils
- Clean and sanitize food preparation work stations
- Assist in the food preparation process by cutting, chopping, slicing, and washing vegetables, meats, and other ingredients
- Follow all food health and safety requirements
- Assist with the unloading of deliveries and their proper storage
- Communicate kitchen needs to supervisors

- Interact with customers as needed

SHAKEY'S PIZZA COMPANY

High Potential Staff

October 2012 – July 2014

Duties and Responsibilities:

- Assist in the food preparation process by cutting, chopping, slicing, and washing vegetables, meats, and other ingredients
- Assist with the unloading of deliveries and their proper storage
- Follow all food health and safety requirements
- Clean and sanitize dishes, cookware, and utensils
- Clean and sanitize food preparation work stations
- Interact with customers as needed
- Communicate kitchen needs to supervisors

Trainings / Seminar Attended:

Basic People Class

McDonald's Training Center
Salcedo Village, Makati City
April 3 – 7, 2017

First Aid Class

McDonald's Training Center
Salcedo Village, Makati City
April 3 -7, 2017

Food Safety Course

McDonald's Training Center
Salcedo Village, Makati City
July 3 -7, 2017

Shift Management Excellence Course

Class Archie and Dean's Lister Awardee
McDonald's Training Center
Salcedo Village, Makati City
July 3 -7, 2017

Advance Shift Management Course

McDonald's Training Center
Salcedo Village, Makati City
November 14 – 17, 2017

Effective Management Practices

Professional Manager Awardee and Dean's Lister Awardee
McDonald's Training Center
Salcedo Village, Makati City
June 25 – 29, 2018

Basic Occupational Safety and Health

McDonald's Dau Branch
Mabalacat City, Pampanga
February 25 – 28, 2018

People Practices Class III

McDonald's Training Center
Salcedo Village, Makati City
May 14 – 19, 2019

Restaurant Leadership Entrance exam passer

Pertaining in Restaurant General Manager Position

Educational Attainment:

College: 2009 - 2011

Bachelor in Industrial Technology Major in Food and Service Management

Bulacan State University
Malolos City Bulacan

2014 - 2016

Bachelor in Industrial Technology Major in Food and Service Management

Bulacan State University (Bustos Campus)
Bustos, Bulacan

Secondary: 2004 – 2008

Liceo de Pulilan

Longos, Pulilan, Bulacan

Primary: 1998 – 2004
San Jose Elementary School
San Jose Baliwag, Bulacan

Personal Information:

Nickname: Jed
Age: 29
Status: Married
Birthday: May 05, 1992
Height: 5'7
Weight: 110 lbs.
Nationality: Filipino

Character References:

Ms. Esphie Rosales
Restaurant General Manager
McDonald's Philippines
0919-911-4942

Ms. Micaela Marquez
Restaurant General Manager
McDonald's Philippines
09703395214

Ms. Katherine Acopio
Assistant Restaurant Manager II
Jollibee Foods Corporation
0956-814-6507



John Del R. Ignacio
Applicant's Signature