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| Julieta Casabal Caslin  Mobile #: 0977 805 9822  Email:julietcasabalcaslin@gmail.com  Current Address: General Malvar street  San Nicolas Batangas  Philippines |

Successful background in customer service management. Quality-oriented professional with a reputation for service, satisfaction, and results. Proven ability to manage multiple tasks, projects, and assignments simultaneously. Creative troubleshooter able to quickly identify problems and implement practical solutions. Effective leader with the skills to build highly motivated, productive and diverse teams.  Proven ability to quickly learn and utilize new methods, systems, and technology.  Effective negotiator able to achieve win-win outcome

**KEY STRENGTHS**

General office administration, Sales, Marketing and Promotions, Customer Satisfaction, Recruitment and Personnel Manpower Pooling, Team Leadership, Training and Mentoring, Staff Development Programs

**CAREER HIGHLIGHTS**

Successful conceptualization, formation, pre-opening and expansion of one of Kazakhstan’s most well-known original franchises – The Noodles, as Operations In-Charge. Assisted and led teams serving high profile dignitaries including Tony Blair, Kazakhstan Prime Minister Massimov, President Nursultan Nazarbayev, President Vladimir Putin, Abu Dhabi Sheikhs as well as other local and foreign political figures and VIPs. Main contributor to hotel service improvement at the InterContinental Hotel – Almaty, resulting in the rise of the hotel’s position from bottom to no. 2 in the whole IHG chain Middle East and Africa in the Guest Satisfaction Tracking Survey (GSTS).

**PROFESSIONAL EXPERIENCE**

March 2019 to December 2019

**Project Manager**

The Farm at San Benito

Lipa City

Batangas Philippines

(salary 50,000/month)

I was incharged for the daily operation of the construction of our projects such as roads infrastructures, high end villas with personal swimming pools, restaurants and cafes, in coordination with our Project Engineer, Architechs, Sub Contractors and Interior Designers as well as suppliers. I report directly to our General Manager.

April 2016 to February 2019

**Part Time Online Blogger and Content Writer**

**Social Media Manager**

Sunset Valley Meadows and Green Hills Ranch

Galesburg, Illinois USA

Net income 10 USD/hour)

* In charge - all social media account such as Facebook, Instagram and content writing of all website articles.

March 2018 to August 2018

**Food and Beverage Manager**

The Farm @ San Benito

Lipa City Batangas

(salary 50,000/month)

* Control and analysis on an on-going basis: quality level of production, guest satisfaction, merchandising and marketing, operating costs
* Sanitation, cleanliness and hygiene - ensure optimum supervision in each of the above areas
* Over all in charge of daily operation

October 2017 to March 2018

**Wellness Coach and Proprietor**

Orange Wellness Hub

San Nicolas, Batangas

Net Income 45,000/month

It’s a wellness hub where I manage a group of clients or community to provide visible, accessible, and reliable health promotion and healthy living information, education, and programs. Our programs include weight-loss-gain-maintain programs, good nutrition and Active Healthy Aging..

January 2015 to January 2017

**Assistant and Admin to the F& B Director**

**Restaurant Manager / Training Manager**

The Carlton Palace Hotel (formerly The Metropolitan Palace Hotel)

Dubai UAE

(salary 45,000/month)

* Administrative job

Maintains work flow by studying methods; implementing new promotions and standard operation procedures.

Creates and revises systems and procedures by analyzing operating practices, recordkeeping systems, forms control, office layout, and budgetary and personnel requirements; implementing changes.

Resolve administrative problems by coordinating preparation of reports, analyzing data, and identifying solutions.

* Ensured flawless operations of the outlets
* Promotion planning
* Staff training
* Worked closely with kitchen team for the preparations of buffet service on breakfast and lunch.
* Menu Engineering
* Introduction of new technologies in service, reporting directly to the Food and Beverage Manager
* Report to Food and Beverage Manager



January 2014 to October 2014

**FOOD AND BEVERAGE MANAGER**

Caspian Riviera Grand Palace Hotel

Aktau, Kazakhstan

(salary 200,000/month)

* Over all control of all Food and Beverage Operations
* Manages the restaurant, bars, provision and controlling effectively
* Enforce company standards
* Maintain food cost accordingly
* Improve sales versus targets
* Eliminate complaints
* Set and meet targets: revenues, food costs, budgets, inventories, sanitation and discipline in my department.

**Achievements:**

* Personally assisted Former UK Prime Minister Tony Blair (twice) during his conference and speaking engagements at our hotel.
* Led the team who served KZ Prime Minister Massimov, Sheiks of Abu Dhabi, and other foreign and local dignitaries and diplomats.
* Overall in-charge of the events and conference held by President of Kazakhstan during his visit in our hotel- Aktau City



October 2009 to December 2013

**CHAIN GENERAL OPERATION MANAGER**

Rest Corporation/Doorway

52/2 Dostyk Avenue,

Noodles Restaurant - Almaty, Kazakhstan

(salary150,000/month)

* Overall control of the restaurant operation
* Ensure all reporting and control procedures in the operations, customer service, quality of production, hygiene and cleanliness standards and general administration, are completed and in place according to company's policy and Chain Operation Manual
* Enforce and support all training and development plans for all food and beverage personnel as per company policy
* Coordinate with Corporate Chef and Outlet Managers, for menu engineering development every 6 months
* Implement service standards, operational procedures and concept, to all Noodles outlets
* Marketing Planning and Promotion

**Achievements;**

* Responsible for the opening of all the Noodles outlets in Almaty, Aktau and Atyrau, a total of 7 outlets
* Through promotions and networking, my team and I managed and made NOODLES a brand name in Kazakhstan.



NOVEMBER 2007 to March 2009

**SENIOR RESTAURANT MANAGER**

Intercontinental Hotel

Almaty, Kazakhstan

(Salary 80,000/month)

* Ensured flawless operations of the outlets
* Promotion planning
* Staff training
* Worked closely in the preparation of budgets and setting goals
* Introduction of new technologies in service, reporting directly to the Food and Beverage Director

**Achievements:**

* Made service improvements in the Atrium Lobby Bar and Lounge, and other outlets, which increased revenue from 60% to 97% of turnover.
* Main Contributor to the improvement of hotel service which resulted in changing the position in the GUESTS SATISFACTION TRACKING SURVEY (GSTS) among Intercontinental Hotels, from bottom to number 2 in the whole chain for Middle East, Africa and Asia.
* Holder of the highest number of Guest’s Votes in Intercontinental Hotel for excellent service rendered
* Featured as "Manager of the Month" for the Intercontinental Life Magazine, April Issue

March 2002 TO SEPTEMBER 2007

**VP OPERATIONS**

**LnJ's Catering Service and Rentals**

**San Nicolas, Batangas, Philippines**

**(salary 30,000/month)**

Leading catering service south of Manila. We catered all kinds of occasions but were mostly in demand for wedding and birthdays. I supervised 55 members of staff including service managers, waiters, cooks and drivers. Duties included:

* Attending morning meetings to discuss projects and assignments, plan strategies and provide strong marketing plans.
* Supervising the day-to-day operation of all the employees involved in the events, facilities, sales and costs departments.
* Establishing and maintaining effective employee relations.
* Supervising all on-Job Training required for employees.
* Control and analysis on an on-going basis: quality level of production, guest satisfaction, merchandising and marketing, operating costs
* Sanitation, cleanliness and hygiene - ensure optimum supervision in each of the above areas
* Control stocks for daily use in the events to ensure that service requirements are met.
* Conduct and control all administrative work required including but not limited to; attendance records, duty roster, logbook

**Achievements:**

* Voted as one of the Ten Most Outstanding Caterers of Batangas, Philippines-2004
* Awarded the “Merit of excellence" by the Town Mayor of San Nicolas-2005

February 2001 – March 2002

**Buy and Sell Beauty Products, Stuff, etc**

**Sell Employed**

**San Nicolas Batangas**

**10,000/month)**



November 1999 to January 2001

**RESTAURANT MANAGER**

**Hotel Intercontinental Muscat**

**Sultanate of Oman**

**(Salary 30,000/month)**

Management of OK Corral, a Texan Mexican outdoor restaurant and bar in a five-star international chain hotel located in Muscat

* Overall supervision of the service and control of the standard quality of food.
* Marketing and Promotions planning
* Handling customer complaints
* Staff Training
* Over all in charge of the restaurant
* Food Costing
* Direct Interactions with guests
* Lead a team of 15 service staff, 5 cooks and 6 utility staff

**Achievements:**

* During my tenure, restaurant sales improved to 70% of turnover on the first quarter of my management.
* My outlet became the favorite restaurant of the local Diplomats like the Minister of Tourism and Trade because of the consistency of excellence in service and incomparable quality of food.



June1998 to November 1999

**The No.1 Tower Suites Hotel - Dubai, UAE**

**(salary18, 000/month)**

CAPTAIN/ HEADWAITER/ASSISTANT RESTAURANT MANAGER/ RESTAURANT MANAGER

One of many luxury hotels and apartment groups in Dubai. I started my career at The Metropolitan Hotel as Hostess in 1994 and was later promoted to Captain. After my tenure at the Metropolitan, I was later accepted the job in No. 1 Tower Suites Hotel as Headwaiter and was promoted to Assistant Restaurant Manager, and then to Restaurant Manager



June 1994 to April 1996

**The Metropolitan Hotel – Dubai, UAE**

**RESTAURANT CAPTAIN – SUMMER PALACE**

**(Salary 18,000/month)**

June 1990 to June 1994

**Damac Food Company - Dubai, UAE**

**(salary 15,000.00l month)**

**RESTAURANT SUPERVISOR**

I started my career in the food industry with this company. I was positioned to supervise the operation of different outlets like Pizza Inn, Popeye’s Chicken, Tacos, and Carl’s Jr. which caters to U.S servicemen in the port during the Gulf War.

**EDUCATION and CREDENTIALS**

**Business Management**

Nadia Training Institute

Dubai UAE

1994

**HACCP TRAINING LEVEL 2**

Metropolitan Palace Hotel

Dubai UAE

2015

**Member and Speaker – Leadership Forum**

Kimep University

Almaty Kazakhstan 2012

**Featured as Network Manager**

for Noodles Chain of Restaurants

in Horeca Magazines and Business Life

Kazahstan and Russia

2010 to 2012

**Featured Manager of the Month** Intercontinental Life Magazine, April Issue

**Merit of Excellence in Service Award**

Awarded by the Governor of Batangas City,Philippines

2005

**Ten Outstanding Caterers of the Year**

Awarded by Town Mayor of San Nicolas

Batangas City, Philippines

2005

**Confierie de la Chaine des Rotisseurs**

Diner Amical Participation

1996

**Liquor, Wine, Spirits**

Training Certificate (A&E)

1996

2008

**WORK & PERSONAL REFERENCES:**

**Mrs Corazon Casabal Andeza**

MICA General Manager

Mobile# 0917 5906841

Manila Philippines

**Maribel Zolina**

Financial Advisor

Sunlife Philippines

09179876212

**Mr. Taskin Adnan Kurun**

Owner

Rest Corporation/TI HOSPITALITY MANAGEMENT

Almaty Kazakhstan

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