

RESTAURANT ECO CRAFT KITCHEN- MANAGER RESTAURANT

Watertown Connecticut, Usa

August - Present 2023

Oversee food preparation, daily operations, supervising the correct implementation standards, recruiting and training staff checking on dining customers to enquire about food quality and service, resolving customer complaints, inventories



IRAM ESTRADA

RESTAURANT SUPERVISOR

PROFILE

Restaurant supervisor with over 12 years of experience in the hospitality industry in a variety of roles, experience in Four Diamonds Resorts, I have ample experience supervising and training staff according to each establishment standards, in service, health and safety, opening and closing procedures, guest relations, upselling, allergen protocols.

CONTACT

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Cancún, México

LANGUAGES

EXPERIENCE

RESTAURANT SUPERVISOR - PALACE RESORTS

MAYAN RIVIERA - MÉXICO

JUNE 2017 - PRESENT

Oversee daily operations in the restaurant, managing schedules, supervising the correct implementation of Cristal Standards, recruiting, and training staff, checking on dining customers to enquire about food quality and service, resolving customer complaints, monitoring the inventory, and ensuring all restaurant essentials are correctly stored.

BAR SUPERVISOR – BARCELÓ RESORTS

MAYAN RIVIERA - MÉXICO

APRIL 2016 – MAY 2017

Ensuring that customers receive the best service possible, upholding a constant level of staff productivity, ensuring that the bar's budget is not exceeded, supervising the health and safety standards within the bar, training staff.

RESTAURANT SUPERVISOR – PALLADIUM RESORTS

AKUMAL - MÉXICO

MARCH 2015 – APRIL 2016

Overseeing food preparation and presentation, and make sure all food safety guidelines are strictly followed, set shift schedules, hire, and train staff, and perform opening and closing duties

EDUCATION

BSc INDUSTRIAL ENGINEERING

TES-CI UNIVERSITY – MEXICO CITY

1998-2000

INCONCLUSIVE

CERTIFICATIONS AND COURSES

RESTAURANT ADMINISTRATION

BASIC TRAINING IN WINE AND SPIRITS

HEALTH AND SAFETY

PROBLEM RESOLUTION

PIC TRAINING

Spanish – Native

English – 80%

Portuguese – 40%

Italian – 40%

KEY SKILLS AND CHARACTERISTICS

Strong Interpersonal & communication skills – Ability to work collaboratively as part of a team – Problem Solving – Leadership – Excellent Organizational skills – Ability to work under pressure-

- excellent team formations and make them bring out the best of the human material in order to reach the goals and meet the standards of the company