

# JUAN MIGUEL DC. MERCADO



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bluemountains.edu.au

## SKILLS

- Speaks Fluent **Filipino, Bahasa Indonesia** and Basic **Mandarin**
- Proficient in Video and Graphic Editing Software

## EXPERIENCE

### Food and Beverage Attendant

September 2017 to Present

InterContinental Sydney

- Acclimated myself in all areas of the hotel's high-volume buffet outlet
- Posted room charges and handled credit card transactions
- Processed forecast reports and booked lunch & dinner reservations
- Led my colleagues through challenging services
- Managed buffet, service area and station cleanliness
- Responsible for the outlet's **positive Guest Heartbeat for April**, supplemented by a total of 5 At Your Service Commendations

### Mentoring Scholarship Student

October to December 2017

Blue Mountains International Hotel Management School

- Led a team of Food and Beverage trainees in buffet, casual and fine dining scenario outlets
- Passed on relevant F&B knowledge and skills as per curriculum
- Assessed their capabilities and conducted performance appraisals

### Food and Beverage Attendant

April to June 2017

Holiday Inn & Suites Makati, Philippines

- Trained to open both the hotel's Lobby Bar and Executive Lounge
- Crafted hot and iced coffee beverages, mocktails and cocktails
- Served said beverages and food items from the hot kitchen
- Processed payments on the property's EFTPOS system
- Taught children of the **Holiday Inn Kiddie Crew Program** the basics of manning the lobby bar

### Inter-Departmental Trainee

February to April 2015

Millennium Hotel Sirih Jakarta, Indonesia

- Cleaned rooms, manned housekeeping control desk
- Shadowed the Front Desk Manager and Head of Security
- Underwent foundational chef and bartender training

## EDUCATION AND TRAINING

### Bachelor of Business (International Hotel and Resort Management)

July 2017 to August 2019

Blue Mountains International Hotel Management School at Torrens University, Australia

### Bachelor of Science in International Hospitality Management

June 2015 to April 2017

Enderun Colleges, Taguig City, Philippines

Specialization: Hotel Management

Honor: Dean's Lister

NSW Responsible Service of Alcohol

July 2017

## VOLUNTEER & COMMUNITY ACTIVITIES

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### **Wine Server and Representative**

**February 2017**

The Peninsula Manila Hotel, Philippines

Toast to Trade Wine Expo 2017

- Opened, served and marketed five South African Wines from Klein Constantia
- Helped organizers repack unopened wine bottles and clean event kiosks

### **Receptionist and Floor Supervisor**

**November 2016**

Restaurant 101, Enderun Colleges, Philippines

“Les Saisons” A Pop-Up Dinner by Culinaire

- Took down and confirmed guest reservations, managed table assignments
- Escorted guests to assigned tables and ensured a wait staff had attended to them
- Directed waiters and waitresses toward the end of the operation

### **Private Waiter**

**October 2016**

Mexican Embassy, Philippines

Aztec Eagle Awarding Ceremony

- Crafted welcome Margaritas (as taught by the ambassador himself) and greeted guests
- Served a full 5-course meal with wine to a table of the embassy’s 14 important guests
- Oversaw the awarding of the Highest Mexican Order Awarded to Foreigners

### **Catholic Youth Leader**

**November 2013 to April 2015**

CFC Youth For Christ Canisius Chapter, Indonesia

- Evangelized catholic youth by hosting religious retreats, delivering brief talks on avoiding vices and distraction, maintaining faith as well as engaging in one on one sharing sessions
- Lead a team of like-spirited individuals who ensured the constant activity of the community
- Pioneered the Kids For Christ Evangelization Team for the chapter
- Managed the budgeting for every retreat, workshop and meeting held

## REFEREES

Ms Pinar De Beer

Restaurant Manager

Cafe Opera, InterContinental Sydney

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Mr Nathan Trent

Front Office Instructor

BMIHMS at Torrens University

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