



**JENEVIEVE N. RODRIGO**

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Contact number : 0545412069  
Location : Burj Al Buteen 1, Al Rigga Deira, Dubai

**Personal Data:**

- **Date of birth** : April 20, 2000
- **Height** : 150 cm
- **Weight** : 42 kg.
- **Father's Name** : Romulo A. Rodrigo
- **Mother's Name** : Betty N. Rodrigo
- **Age** : 25
- **Gender** : Female
- **Citizenship** : Filipino
- **Civil Status** : Single
- **Place of birth** : Purok Santan, Poblacion Naga Zamboanga del Sur

**EDUCATIONAL BACKGROUND:**

**College:**

**Zamboanga Peninsula Polytechnic State University** **2021-2023**  
**Bachelor of Science in Industrial Technology**  
**major in Food Technology**

**Vocational:**

**Zamboanga Sibugay Polytechnic Institute** **2018-2021**  
**Hospitality Management Technology**

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**OBJECTIVES:**

- To acquire a position in a reputable and well-established company that will surely help me to enhance my skills and abilities. In return, I offer my service and determination to be an asset to your company.

**SKILLS:**

- Willing to be trained and work under pressure
- Hard working and committed
- Attention to detail
- Communication skills
- Time Management
- Flexible and Self-Motivated
- Computer skills

## **EXPERIENCE:**

### **Restaurant Worker (Front of the House: Cashier)**

- **Papa John (Br of PJP Investment Group LLC) May 30, 2024 – Present**  
**201, 2<sup>nd</sup> Floor, A wing, Dubai Silicon Oasis**  
**Headquarters, Dubai, UAE**
  - Welcome customers and help determine their orders.
  - Process customer orders and record them in the restaurant database.
  - Relay customers' orders to the kitchen staff.
  - Ensure all orders are delivered to the customers in a timely manner.
  - Accept cash and return the correct change.
  - Tally money in the cash drawer at the beginning and end of each work shift.
  - Place food orders in the appropriate bags and boxes and making sure that all items are correct before dispatching.
  - Respond to customer inquiries, issue receipts, and record customer suggestions.
  - Ensure dining areas are clean and organized work stations, and kitchen spaces.
  - Help kitchen staff when needed.

### **Service Crew (Counter)**

- **Jollibee General Maxilom Avenue, Sept. 04,2023-March. 09, 2024**  
**Cebu City**
  - Provide good customer service by attending to customers needs.
  - Process customers order by using the point of sale system and following the standard operating procedures.
  - Place food orders in the appropriate bags and boxes.
  - Ensure all orders are correct and will be delivered to the customers in a timely manner.
  - Resolve customer complains and issues in a professional way.
  - Maintain a clean and organized workstation.
  - Stock and replenish supplies as needed.
  - Communicate and cooperate with other staff members and managers.

## **SEMINARS & TRAINING ATTENDED:**

### **On The Job Training (OJT) Housekeeping Department**

- **Completed 540 hours Feb. 07, 2023-April 23, 2023**  
**ABC Hotel and Homes Cebu**  
**107 F. Ramos Street, Brgy Sta. Cruz,**  
**Cebu City**
  - Enters and prepare the room for cleaning.
  - Take out the trash.
  - Dusting and polishing furniture and other items in the room.
  - Change linens, pillowcases, and bathroom towel.
  - Set up the bed with a new sets of linens and pillowcases.
  - Clean the bathroom and replenish toiletries.
  - Sweep, vacuum and mop floors regularly.
  - Clean public areas such as lobby.
  - Maintain a clean, stocked, and organized housekeeping cart.

- Attend to guest concerns and inquiries in a friendly manner.

### **On The Job Training (OJT) Housekeeping and Banquet Department**

- **Completed 540 hours** **March 15, 2021-June 10, 2021**

**Mardale Hotel and Convention Center**

**Cabrera Street, Pagadian City**

- **Housekeeping Department:**

- Enters and prepare the room for cleaning.
- Take out the trash.
- Dusting and polishing furniture and other items in the room.
- Change linens, pillowcases, and bathroom towel.
- Set up the bed with a new sets of linens and pillowcases.
- Clean the bathroom and replenish toiletries.
- Sweep, vacuum and mop floors regularly.
- Clean public areas such as lobby.
- Maintain a clean, stocked, and organized housekeeping cart.
- Attend to guest concerns and inquiries in a friendly manner.

- **Banquet Department:**

- Welcome and great the customer in a professional way.
- Serve customers food and drinks in a friendly manner.
- Clean function halls and arrange chairs and tables for set-up.
- Prepare the utensils and other materials that are needed for a function.
- Assist in table set-up and other table skirting.
- Communicate with other members and supervisors.

### **CERTIFICATIONS:**

- **National Certificate II in Food and Beverage Services (NCII)**
- **National Certificate II in Housekeeping (NCII)**
- **National Certificate II in Bread and Pastry Production (NCII)**
- **National Certificate II in Food Processing (NCII)**

### **Contact Person in case of Emergency:**

- **Betty N. Rodrigo – Mother / 09068696707**
- **Romulo A. Rodrigo – Father / 09751333607**
- **Jeffrey N. Rodrigo – Brother / +971 50 410 1485**
- **Queenie S. Rodrigo – Sister-in-law / +971 56 494 4605**

I hereby certify that the above information is true and correct to the best of my knowledge and belief.