



CARLO PAULO MATAWARAN

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Visa Status: Ready for Cancellation

I have a total of 17 years of experience in the field of Hospitality and Restaurant. Total of 4 years in the Philippines and 13 years in UAE/KSA. I was given the opportunity to work in Hospitality, Sales and Retail, Food industry. My previous experiences developed my skills and knowledge in the areas of customer service, hospitality and restaurant service. With my exposure working in a multicultural environment, I consider myself relational and adaptable to cultural diversity.

EXPERIENCE

JANUARY 4, 2024 – JULY 4, 2024

BARISTA/CUSTOMER SERVICE

MEZAN AL KHAIMAH INFORMATION TECHNOLOGY NETWORK SERVICES CO.

- Receive and process customer payments
- Clean service or seating areas
- Creating specialized drinks
- Customer service
- Greet customers
- Grinding
- Prepare and serve coffee
- Serve customers quickly and efficiently

APRIL 25, 2021 – AUGUST 05, 2023

PREMIUM BARISTA/WAITER, VOX THEATRE AT WAFI CITY.

- Welcome guests to the cinemas and provide excellent customer experience.
- Attend to guests requests and concerns throughout their stay within the premises.
- Provide offers and Inform guests about details of the services provided.
- Act as escort for VIP clients to and from their seats.
- Provide instruction and guide guest about facilities of the cinema.
- Ensure Quality of drinks and café beverages.
- In-charge of purchasing bar items and in-charge of daily, weekly, monthly and yearly inventory management.
- Thoroughly understand and adheres to proper credit, check- cashing, and cash handling policies and procedures.
- Keep clients happy all through their stay to ensure they come back for more patronage
- Provide clients with full attention to ensure they have the best of the amenities and services the cinema can offer.

MAY 24, 2015 TO JULY 16, 2020

VIP HOST/WAITER, MAJID AL FUTTAIM CINEMAS LLC U.A.E.

- Welcome guests to the cinemas and provide excellent customer experience.
- Attend to guests requests and concerns throughout their stay within the premises.
- Provide offers and Inform guests about details of the services provided.
- Act as escort for VIP clients to and from their seats.
- Provide instruction and guide guest about facilities of the cinema.

APRIL 02, 2014 TO MAY 19, 2015

**PURCHASER/WAITER, EAST CAFÉ ASIAN CREATIVE CUISINE RUSTAN'S EDSA SHANGRILA
MANILA, PHILIPPINES**

FEBRUARY 03, 2013 TO MARCH 17, 2014

**FOOD SERVER, RED KIMONO MODERN JAPANESE CUISINE
TAGUIG METRO, MANILA PHILIPPINES**

MAY 07, 2011 TO DECEMBER 09, 2012

**WAITER, SOFITEL DUBAI JUMEIRAH BEACH RESIDENCE
THE WALK DUBAI, UNITED ARAB EMIRATES**

MARCH 4, 2009 TO MARCH 4, 2011

**WAITER SUSHI YOSHI JAPANESE RESTAURANT (SAUDI BROTHERS COMPANY)
JEDDAH, KINGDOM OF SAUDI ARABIA**

JUNE 4, 2006 TO DECEMBER 15, 2008

**BUTLER/WAITER, JUMEIRAH BEACH HOTEL (5 STAR DELUXE HOTEL)
DUBAI, UNITED ARAB EMIRATES**

MARCH 2, 2004 TO MARCH 5, 2006

**WAITER/BARTENDER, HILTON HOTEL (5 STAR DELUXE HOTEL)
RAS AL KHAIMAH, UNITED ARAB EMIRATES**

EDUCATION AND ACHIEVEMENT

JUNE 2002

HOTEL & RESTAURANT COURSE, RIZAL MARINE AND TECHNOCOMPUTER COLLEGE

CERTIFICATIONS

SEAFARER RATING CERTIFICATE RIZAL, RIZAL MARINE AND TECHNOCOMPUTER COLLEGE

SKILLS

- Restaurant service
- Customer Service
- Administrative skills
- Operate POS System
- Ordering and Inventory
- Microsoft Office (Word, Excel)
- Team player