

Melanie Gallanosa

Assistant Store Manager

Profile: Confident, proactive and responsible with more than 15 years of professional experience in UAE and currently working in Fort St. John BC for a year and half. Broad-based background encompasses exceptional work ethics and commitment to organizational objectives within a highly competitive and rapidly changing marketplace; Highly motivated, requiring minimal or no supervision, and with reliable and proven ability to face challenges head-on and execute sound decision.

Contact

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Education

**BACHELOR OF SCIENCE IN
HOTEL AND RESTAURANT
MANAGEMENT**
2004

Trinity University of
Asia, Philippines

Skills

Organizational skills
Forecasting /
Budgeting
Customer service
People Management
Leadership
Operational skills
Beverage specialist
Menu Chemist'
Coffee Art Craft
Enthusiast
Coffee specialist

Work Experience

ASSISTANT STORE MANAGER

Tim Hortons – Fort St. John British Colombia
October 2023 - Current

OPERATION COORDINATOR

Tetra Axis Environmental Protection Equipment Service LLC.
Dubai UAE
Specialist in Facility management for Restaurant and Hotels
August 2021 – October 2023

BEVERAGE CONSULTANT

Be Unique Hospitality Dubai UAE
June 2019 – June 2021

OPERATION MANAGER – PREOPENING (AL- AIN) UAE

Latte Bistro Cafe – Abbasi Group Dubai UAE
October 2018 – May 2019

SENIOR STORE MANAGER

Costa Coffee UAE World Trade Centre / Marketing events
Emirates Leisure Retail LLC
May 2014 – April 2018

ASSISTANT STORE MANAGER

Costa Coffee UAE Preopening World Trade Centre / EMAAR
Square and Grosvenor Tower Dubai
Emirates Leisure Retail LLC
February 2011 – May 2014

STORE SUPERVISOR / MARKETING COORDINATOR

Costa Coffee UAE –Emirates Leisure Retail LLC
June 2010 – February 2011

BARISTA

Costa Coffee UAE – Mercato Mall and DIFC Dubai UAE
Emirates Leisure Retail LLC
January 2007 – June 2010

Expertise and Competences

- ASSISTANT MANAGER - Managed the team and mentored junior to improve the quality service and efficiency. Walked through each area on daily basis to determine need and proactively delegate task. Monitored cash management and reviewed expenses through PNL. Create a strong team consistently delivering best customer experience. Assisted manager to control inventory strategically, resulting in reduced cost.
- OPERATION COORDINATOR – Assisting with the management of daily operational activities. Performing administrative task, such as Job completion report, filing team task, purchasing, scheduling, answering phones, scheduling meetings etc. Managing office supplies and the maintenance of office equipment. Coordinating the proper allocation of each team and managers. Arranging and assisting with client's request or any emergency. Assisting with project management by creating assignments, tracking progress, and resolving issues.
- BEVERAGE COSULTANT - Trainer for new bar staff, making updated trend beverage menus, presenting to the clients, advised the right brand or products to the clients. Documentation and methodology for each beverage items.

- OPERATION MANAGER – Training staff for service excellence and operational manual, managing pre opening stores. Coordinating suppliers, leasing department and clients. Interviewing staff, Documenting proposal and other confidential documents.
- EVENTS (Costa Coffee) - Handling operations and target, manages allocations and designation for the staffs, manages cash audits and stocks ordering.
- BUSINESS REPORTS – Reporting to operation manager presenting results on business operation (KPI, ATV, Margin, Profit, Food capture, Inventory, Local Store Marketing, Sales update and people and business development).
- PEOPLE DEVELOPMENT – Recruiting new members, conducting induction, assessing employees for promotion, interviewing, training and personal development.
- FINANCE FUNCTION - LPO issuance, invoicing, receivable function, payouts and petty cash etc.

References will be provided upon request.