



# HARJAY B. DAPIOSEN

harjaydapiosen05121990@gmail.com

+966560279702

Present Address:

Riyadh, Saudi Arabia

## PROFESSIONAL HISTORY

Experienced **Hospitality** and **Retail Professional** with a strong background in luxury service environments, including **fine dining**, **VIP airport lounges**, and **premium cinema operations**. Proven leadership as a **Head Waiter**, skilled in team supervision, staff training, and delivering exceptional guest experiences in fast-paced settings. Also brings expertise in **visual merchandising** and **retail sales**, with a keen eye for design, product placement, and customer behavior. Committed to professionalism, efficiency, and enhancing customer satisfaction across all service areas.

### SUYEN CORPORATION – BENCH: Visual Merchandiser/Retail Sales Associate

January 2011 – December 2011

Manila, Philippines



#### KEY DUTIES AND RESPONSIBILITIES

- Provide excellent customer service by assisting shoppers, recommending products & handling inquiries.
- Drive sales through upselling, cross-selling, and achieving store targets.
- Handle cashiering, returns, and exchanges accurately.
- Maintain stock levels, store cleanliness, and overall brand presentation.
- Plan and execute product displays, window setups, and seasonal campaigns.
- Ensure merchandise is visually appealing, organized, and aligned with Bench brand standards.
- Collaborate with the team to balance sales goals with creative merchandising.
- Monitor customer flow and adjust layouts to enhance shopping experience.
- Stay updated on fashion trends and apply them to visual displays.

### GOLDEN ABC, Inc. – PENSHOPPE: Visual Merchandiser/Retail Sales Associate

January 2012 – December 2012

Manila, Philippines



#### KEY DUTIES AND RESPONSIBILITIES

- Assisted customers with product selection, styling advice, and inquiries to drive sales and enhance shopping experience.
- Achieved individual and store sales targets through effective upselling and cross-selling techniques.
- Executed Penshoppe’s visual merchandising standards, including window displays, product layouts, and seasonal promotions.
- Monitored stock levels, replenished merchandise, and maintained accurate inventory.
- Ensured a clean, organized, and brand-consistent sales floor environment.
- Collaborated with team members to support new collection launches and marketing campaigns.

**TAV Airports PRIMECLASS LOUNGE** *(February 2016 - February 2018)*

Prince Mohammed Bin Abdulaziz International Airport - MADINAH



❖ LOUNGE WAITER

**KEY DUTIES AND RESPONSIBILITIES**

- Welcomed VIP and business class travelers, verifying access and seating them smoothly.
- Provided personalized food and beverage service, including premium menus and dietary requests.
- Maintained service standards across dining, bar, business center, shower, and relaxation areas.
- Assisted guests with amenities like Wi-Fi, workstations, and quiet zones for comfort and productivity.
- Coordinated with teams to ensure smooth lounge operations during peak hours.
- Handled VIP requests discreetly, upholding the airline’s luxury brand and guest satisfaction.

**GOODIES SELECTIONS RESTAURANT** *(September 2018 – April 2024)*

Al Tahlia Street, As Sulaymaniyah, Riyadh



❖ HEAD WAITER (Primary role)

**KEY DUTIES AND RESPONSIBILITIES**

- Supervised table sections and led wait staff in daily operations.
- Greeted guests and managed seating assignments efficiently.
- Explained menu items, specials, and upsold high-value offerings.
- Took accurate orders and ensured timely delivery of food and beverages.
- Resolved guest concerns promptly to ensure high satisfaction.
- Handled billing, POS operations, and cash/card transactions.
- Maintained cleanliness and orderliness of assigned sections.
- Ensured compliance with hygiene and safety regulations.

❖ IN-HOUSE CALL CENTER REPRESENTATIVE (Supporting role)

**KEY DUTIES AND RESPONSIBILITIES**

- Answer customer calls for orders, reservations, and inquiries.
- Take and input phone orders accurately into the system.
- Manage table reservations and update booking schedules.
- Provide clear information on menu items, specials, and promotions.
- Resolve customer issues or escalate to management as needed.
- Coordinate with kitchen and service teams for smooth operations.
- Keep records of calls, orders, and customer feedback.
- Upsell menu items and promote current offers.
- Follow customer service protocols to ensure satisfaction.

**CINEHOUSE CINEMA** (October 01, 2024 – October 01, 2025)

ONESQUARE Plaza, Ubay Ibn Muadh Al Ansari St., Ar Rabie District, Riyadh



**Cinema Hall Duties:**

- Escorted guests to assigned seats; ensured comfort and minimal disruption during screenings.
- Delivered food and beverages to guest seats pre- and mid-show.
- Handled guest inquiries and special requests professionally.
- Maintained cleanliness and reset cinema seating between screenings.
- Ensured food and beverage quality before service.

**Dining Lounge Duties:**

- Welcomed and seated guests before screenings.
- Took and served orders with attention to menu details and guest preferences.
- Provided upscale service, upsold premium items, and suggested chef specials.
- Maintained dining area ambiance and cleanliness.
- Coordinated with kitchen and bar for smooth service flow.

**SKILLS AND QUALIFICATIONS:**

• **Hospitality and Leadership and Service Excellence:**

Experienced **Head Waiter** with a strong background in leading and motivating service teams to deliver high-end guest experiences. Skilled in dining standards, upselling, VIP service, and managing front-of-house operations, including reservations, table allocation, and guest relations.

• **Retail Sales & Visual Merchandising:**

Experienced **Sales Associate** with a strong focus on delivering exceptional customer service, achieving sales targets, and building client loyalty. As a **Visual Merchandiser**, skilled in creating compelling product displays, managing floor layouts, and executing seasonal campaigns to maximize customer engagement and drive sales.

• **Customer Service and Communications:**

Proficient in handling **in-house call center** duties, guest complaints, and service recovery with professionalism and empathy. Strong interpersonal and communication skills, with a focus on building rapport and maintaining a customer-centric approach.

• **Luxury & Entertainment Hospitality:**

Delivered premium, personalized service in a **boutique cinema** setting for VIP clientele. Expertise in coordinating food and beverage service with attention to detail, enhancing guest satisfaction through tailored recommendations and seamless experiences.

• **Operational Efficiency and Adaptability:**

Adept at multitasking in fast-paced environments, resolving conflicts, and ensuring smooth service flow. Proven ability to manage time effectively and maintain high standards under pressure.

**CHARACTER REFERENCE:**

**AVAILABLE UPON REQUESTS**