

**CELINE**

**CELINE.149372@2freemail.com**

**I am a goal-oriented individual with over four years of experience in jobs related to customer service. I may not have any experience in UAE market yet, however, I am always willing to learn and develop my skills to not just meet but exceed expectations. Also, I have worked in diversified environments which gives me the advantage of working very well with different personalities and cultures**.

**SKILLS:**

* With excellent customer service skills
* With very good communication skills, spoken and written
* Very good at using MS Office
* A good team player and an individual performer
* A fast learner and able to propose process improvements
* Disciplined and with very good time management skills

**WORK EXPERIENCE:**

* Bloomberry Resorts and Hotels Inc. *(January 2013 – February 2017)*
* Solaire Resort & Casino
* Aseana Boulevard, Paranaque City, Philippines

***VIP Experienced Dealer – Customer Service***

* Consistently staying knowledgeable with company policy and promotions, as well as up to date on events and general information that may aid in the experience of guests
* Provide a high level of customer service and promoted a positive attitude to create a positive and entertaining experience.
* Greet guests upon arrival at the table and provide prompt, while being extra nice to them.
* Provide personalized service to players with special needs.

***VIP Experienced Dealer – Table Games Dealer***

* Explains all aspects of the table games especially to those newbies.
* Perform dealing services at assigned gaming table in accordance with established policies and procedures.
* Pay winning and collect losing bets as established by the rules and procedures of each specific game.
* Perform extensive multitasking while dealing with multiple table games

***VIP Experienced Dealer – Conflict Management***

* Observe vigilantly to detect fraud and conflicts that may arise.
* Work within a team setting to provide resolutions to conflicts.
* Report any unusual situations to the Games Floor Supervisor
* Philippine Pastries, Inc. *(August 2012 – December 2012)*
* Bizu Patisserrie
* Alabang Town Center, Muntinlupa City, Philippines

***Food Server***

* Place food servings on plates and trays according to orders or instructions.
* Examine trays to ensure that they contain required items.
* Load trays with accessories such as eating utensils, napkins, and condiments.
* Monitor food distribution, ensuring that meals are delivered to the correct recipients and that guidelines such as those for special diets are followed.
* Remove trays and stack dishes for return to kitchen after meals are finished.
* Stock service stations with items such as ice, napkins, and straws.
* Take food orders and relay orders to kitchens or serving counters so they can be filled.
* Conclude dining experience by acknowledging choice of restaurant; inviting patrons to return.
* Obtain revenues by totaling charges; issuing bill; accepting payment; delivering bill and payment to host person; returning change or credit card and signature slip to patrons
* Contributes to team effort by accomplishing related results as needed.

**TRAININGS ATTENDED:**

*Practicum Training:* UMU Japanese Restaurant

 Dusit Thani Manila, Makati City, Philippines

 September 2011 – November 2011

*Training Description:*

* Food serving according to course in a Japanese manner
* Preparation of private rooms for guests who prefer a more intimate atmosphere
* Table setting and etiquette
* Handling customer complaints and positive scripting

*On-the-job Training:* Pig Out Restaurant

 Nuvali, Sta. Rosa City, Philippines

 April 2010 – June 2010

*Training Description:*

* Welcoming and greeting of guests
* Customer handling and their requests
* Preparation and serving of orders
* Use of positive language when at all times dealing with guests

*Shipboard Training:*  SuperFerry Apprenticeship by Experience

 M/V SuperFerry 5

 Manila – Cebu (vice-versa)

 May 24 – 27, 2010

*Training Description:*

* Maintenance of cleanliness and orderliness of assigned station
* Familiarizing with the rules and regulations of the ferry which covers customer satisfaction

**COLLEGE:**

Bachelor of Science in Hotel and Restaurant Management

Malayan Colleges Laguna

Brgy. Pulo, Cabuyao City, Philippines 2008 – 2012

**PERSONAL DETAILS:**

Birthdate: December 5, 1991

Age: 25

Nationality: Filipino

Civil Status: Single

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