# **CLAUDETTE**

# [**CLAUDETTE.248233@2freemail.com**](mailto:CLAUDETTE.248233@2freemail.com)

## **CAREER OBJECTIVE:** *To be employed in a company that most requires my skills, abilities and professionalism and to aid the company in achieving success. On the other hand, my main objective is to build a career, improve professionally and grow within the company.*

## **WORK EXPERIENCE:**

**Reem Investments / Reem Developers**

***The Dome@Rawdhat***

***Administration Executive***

*March 05, 2012 - Present*

**Abu Dhabi International Airport**

***Golden Class***

***Shift Leader***

*April 01, 2007 – March 04, 2012*

**Figaro Coffee Company**

***Cashier***

*August 07, 2006 – January 25, 2007*

**International F&B Management Consultant Corporation**

***U.S. Embassy (Liberty Grill) Philippines***

***Receptionist***

*April 15, 2005 – July 19, 2006*

**Duties & Responsibilities:**

**THE DOME@RAWDHAT**

Administrative / Receptionist:

* Doing the Weekly Collection Summary, Petty Cash Expense Claim and Payment Certificate.
* Managing the Monthly Schedule of the Corporate and Individual Bookers of the pitch;
* Managing the Invoice and Quotation for Corporate Pitch Booking, Events under Lounge or Studio Booking, Birthday Parties and etc.
* Dealing with the outstanding payment and follow ups
* Devising and maintaining office systems, including data management and filing;
* Responsible for online booking and transaction, attending to emails and incoming phone calls, enquiries and requests, and handling them when appropriate.
* Being involved in decision-making processes.
* Opened, sorted and distributed incoming messages and correspondence.
* Schedule and coordinate meetings and appointments
* Purchased and maintained office supply, kitchen items and cleaning inventories,
* Greeted visitors and determined to whom and when they would like to speak too.
* Process credit card and check payments
* Recorded, transcribed and distributed minutes of meetings.
* Arrange transportation for clients / guest.
* deputizing for the manager, making decisions and delegating work to others in the manager's absence;

**Administrative Executive: (Head Quarter)**

* Schedule and coordinate meetings, appointment and travel arrangements for General Manager.
* Attending screening incoming phone calls, enquiries and requests, and handling them when appropriate.
* Arranging drivers and transportation if GM needed
* Welcoming and assisting visitors, assisting them to the meeting room.

**GOLDEN CLASS**

Shift Leader

* Provide direction for the shift operation and organize the workload of the Golden Class receptionist to ensure that all business requirements are met efficiently.
* Responsible for the full range of customer service function.
* Ensure that the Golden Class counters in both the departure and arrival are manned on 24 hours basis.
* Ensure that our customers receive a service in line with requirements and up to the standard.
* Check grooming and ensure that staff follows the company’s policies and procedures
* Maintain a clean and tidy environment and motivate the team members.
* Attending Customer/Staff complaints.
* Report to the supervisors/department manager on daily basis.

Sales

* Meet and Assist VIP passengers traveling through the airport to facilitate their airport experience.
* Promote Golden Class services to passengers to generate sales for all products
* Handle customers at the counter including answering calls and online bookings
* Deliver exceptional customer service experience to all guests
* Present Golden Class in various sales or company related events
* Work with the team to meet sales targets.

**Figaro Coffee Company**

Cashier

* Greet customers as they arrive at the store and provide them with information about products and / or services.
* Respond to customers’ complaints and resolve their issues
* Enter transactions in the cash register and provide customers with the total bill
* Count money at the end and begging of each shift
* Process exchanges and refunds
* Ensure that all checkout counters have enough cash
* Issue trading stamps and gift cards
* Perform the duties of customer service representative when required
* Maintain periodic sales reports and spreadsheets
* Assist in stocking shelves, rotating merchandise and marking prices
* Ensure maintenance of check out areas
* Maintain knowledge of store inventory and sales activities
* Keep the work area tidy and clean
* Ensure management of daily cash accounts

**U.S. Embassy (Liberty Grill) Philippines**

Receptionist

* Deliver excellent customer service, at all times
* Assist in keeping the reception area clean and tidy, at all times
* Deal with all enquiries in a professional and courteous manner, in person, on the telephone or via e-mail
* Administer all reservations, cancellations and no-shows, in line with company policy
* Keep up to date with current promotions and restaurant pricing, to provide information to guests, on request, while maximizing table sales opportunities
* Fulfill all reasonable requests from guests to ensure their comfort, satisfaction and safety
* Conduct regular security checks throughout the day and report any security issues to line manager
* Report any maintenance issues immediately to line manager, including all furniture, fittings and equipment
* Provide reports, as required, for supervisors and management
* Be responsible for evacuation, in cases of emergency, acting as first point of contact for guests and the emergency services
* Always adhere to all company policies and procedures and licensing laws
* Carry out instructions given by the management team and head office

#### **PERSONAL BACKGROUND**

Date of Birth : June 15, 1984

Place of Birth : Manila

Sex : Female

Civil Status : Single

Citizenship : Filipino

## **EDUCATION ATTAINMENT:**

College : **ST. PAUL UNIVERSITY OF MANILA**

***(St. Paul University System)***

***Bachelor of Science degree in Hotel and Restaurant Management.***

*2001 - 2005*

High School : **University of Perpetual Help-Rizal Molino Campus**

*1997 - 2001*

**KNOWLEDGE IN SOFTWARE APPLICATION:**

Microsoft Word, Microsoft Excel, Windows 97/98/02, Microsoft Outlook

**STRENGHT:**

Excellent in Customer Service and Hospitality. Good in relating with people. Skills include motivating and facilitating. Quality oriented, adaptable and goal-oriented, hardworking, and eager to learn.

##### **REFERENCES:**

Upon request