OBJECTIVES

* This is to express my interest to apply in your company for a position I ‘am competent based on my qualification. Working in different industries such as hotel government and Offices.to be proficient and flexible to diverse work and environment With this, I ‘am very much prepared to accept a new challenge in my career and I believe I can be of great asset in your company.

**QUALIFICATIONS AND SKILLS**

* Proficient in Microsoft Word, Power Point, Access and Excel.
* Exemplary problem solving skills; able to identify problems and implement corrective processes.
* Strong leadership skills; able to prioritize, delegate tasks, and make sound decisions quickly while maintaining a focus on the bottom line.
* Well organized, hardworking and welling to learn new things.

WORK EXPERIENCE

 Guest Relation Officer

 Dubai

 February 2013- Present

 **Al Seef Hotel Apartment**

* Give each guest a personal recognition. This could be in a form or memorizing names of the customers or addressing them with the correct salutations.
* Meets and greet arriving guest and bids them a farewell as they leave.
* Reviews the arrivals list daily and assists in preparing and distributing welcome amenities.

 **Barista**

Dubai

 Octuber 2013- February 2014

 **Al Seef Hotel Apartment**

* Greets all customers with fast, friendly, personalized service and develops a rapport with customers by learning their names, favorite drinks and food items.
* Deliver excellent service at all times
* Serve and present hot non-alcoholic beverages quickly and efficiently, meeting our standards
* Speak to customers to ensure that they are satisfied with their meals
* Answers customer questions regarding coffee blends, preparation, and product freshness.

 **Receptionist**

 Dubai

 September – Octuber 2014

 **Sahar Hotel**

* Answering calls and e-mails.
* Keeping the reception are tidy
* Booking Meetings
* Route Calls for specific person
* Greet visitors warmly and make sure they are comfortsble
* Ordering and maintaining stationary and equipment supplies.

Front Desk Assistant/ Food and Beverage Attendant

November 2012- April 2013

Parklane Hotel

Philippines

* Respond to inquiries; provide quality service to the guests and associates who inquire about the hotel and restaurant (availability of the rooms, reservations, menu) .
* Listen attentively to the guests’ needs to ensure positive customer experience.
* Strive for complete complaint resolution, commended by a supervisor for the ability to solve problems on the first call and avoid escalation of issues.
* Excel with a service-oriented company, demonstrating a talent for communicating effectively with guests from diverse backgrounds.

EDUCATIONAL BACKGROUND

 Tertiary

 Hotel and Restaurant Management

 Liceo de Cagyan University,

 Secondary

 Lapasan National High School

 Lapasan,

 Primary

 East City Central School

 Cagayan de Oro City

TRAININGS AND CERTIFICATE

 Barista & Wine Mixing ( TESDA ACCREDITED)

 Jamaican Int’l Mixology

 September 14, 2012

 Employee of the Year (Parklane Hotel)

 March 2013

 Front Desk Services National Certificate II

 April 2010

 Food and Beverages Services National Certificate II

 April 2010

 National Leadership Training

 July 2008

PERSONAL BACKGROUND

 Date of Birth: September 20, 1991

 Place of Birth: Cagayan de Oro City

 Age: 24

 Gender: Female

 Status: Single

 Height: 5’2”

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 **Gulfjobseeker.com CV No:** **1517760**