

**Whats app Mobile:+971504753686**

 **Gulfjobseeker.com CV No:259219\**

E-mail: gulfjobseeker@gmail.com

**CAREER OBJECTIVE**

To apply and be part of a well-known and established company that would provide me the opportunity to enhance my career. Be with a dynamic team where my capabilities are trained for a better career growth.

**EDUCATIONAL BACKGROUND\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**2006-2010**

 **Bachelor of Science in Hotel and Restaurant Management (HRM)**

Divine Word College -

**Restaurant and Coffee Shop Leading to Food and Beverage Service NC III (Technical Education and Skills Development Authority)** Caregiver International Network Inc.

**WORK EXPERIENCE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* **Taste of Fame Restaurant (Receptionist cum Telephone Operator)**

**May 2015 up to February 2016**

**UAE**

* Greet the guests in a courteous and professional manner, welcomes them to the restaurant, and attends to their inquiries before handling them to a waiter who will take their orders.
* Receives booking orders from guest, check the records for availability of tables, and process guest’s requests accordingly.
* Receives incoming calls, attends to every guest’s inquiries and answer their questions correctly.
* Entails receiving guests’ complaints and forwarding them to the appropriate person in-charge.
* **Zaroob Restaurant & Café Lounge (Telephone Operator/Customer Service)**

**March 2013- April 2015**

**UAE**

* Receives each guest call in a professional and friendly manner
* Courteously greet the customer and give them the best customer service needed.
* Give customer’s assistance by answering their inquiries and other concerns.
* Taking delivery orders following the SOP.
* Transfer calls from to designated area or department.
* Maintain effective communication with all related department to ensure smooth service delivery.
* **Sitel Philippines (BPO) (Customer Service Representative, Inbound Sales)**

**March 2012-September 2012**

**Philippines**

* Deals with Customer’s inquiries through phone and gives excellent Customer Service.
* Ensure that incoming telephone call sale answered in a timely and professional manner.
* Matching Customers’ needs to Clients’ product and services, gain them to buy in.
* Adhering to agreed processes, meeting required work standards, targets and objectives.
* **Greenwich Food Corporation (Service Crew)**

**February 2011- August 2011**

**, Philippines**

* Welcome and greet customers the moment they entered the shop.
* Takes full responsibility on the designated section and station. Maintaining cleanliness in the dining area for customers.
* Assists customers in taking their desired food order.
* Provides good quality service and ensures to meet every customers’ satisfaction

**SKILLS AND ABILITIES\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* MS OFFICE: Microsoft Word, Excel, Power point
* Capable for multi-tasking in fast paced environment
* Keeping itself calm in situation of conflict, remarkable patience and motivation skills
* Reliable, flexible and hardworking
* Good communication skills, creative, proactive, dedicated and eager to learn new things

**TRAINING AND SEMINARS ATTENDED\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* **M/V SUPERFERRY – School Onboard Learning Program**

**Seminar/Workshop & Practicum Immersion**

* April 15-22, 2009
* **PALM PLAZA & LAS PALMAS HOTEL- Training**
* October 26 to November 21, 2009
* **PALM NOUVEAU SCHOOL OF HOSPITALITY MANAGEMENT – Philippines**

**PERSONAL INFORMATION\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date of Birth:** 27 September 1990 **Height:** 5’1

**Age:** 25 yrs. Old **Weight:** 49 kg.

**Civil Status:** Single **Language Spoken:** Filipino/English

**Nationality:** Filipino

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