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**\*Career Details (5years experience in Hospitality Industry-Guest Service Agent)**

**\*Achievements and Contibutions:**

**Pullman Jumeirah Lakes Towers Hotel and Residence Pre Opening Team Reservation**

• Conduct Front Office Training ( Opera Training/ SOP’s )

* Employee of the Month Nominee – *Bonnington Hotel and Residence JLT-Dubai, UAE- January 2012*
* Employee of the Month Nominee –InterContinental Hotel Group -  *Holiday Inn Express – Jumeirah, Dubai, UAE – June 2011*
* Received Certificate on Outstanding Performance & Personal Commitment in promoting Priority Club Membership TOP ENROLLER InterContinental Hotel Group – *Holiday Inn Express - Jumeirah, Dubai, UAE – April 2011*
* Guest Most Appreciation Online and Manual

Comments (Heartbeat Website IHG Holiday Inn Express)

* Employee of the Month – Good Food Company – Kuwait – March 2005
* Promotion from Service Crew to Local Store Marketing Officer – McDonalds Kuwait – 1999

***1. CURRENT POSITION :RESERVATION AGENT – PRE-OPENING***

:December 28,2014 – September 2015

 *Pullman JLT Hotel-Residence ( Pre-Opening Upscale Hotel)*

 *Pullman JLT Hotel-Residence – an upscale hotel that offers 354 of the executive suites and lounge among competing properties*

***2. POSITION HELD : FRONT OFFICE SHIFT LEADER cum Reservation***

PERIOD : Ocotber 02, 2013 – December 4, 2014

EMPLOYER: *Cosmopolitan Hotel- Al Barsha-Dubai*

*Cosmopolitan Hotel - a 4-star hotel that offers 114 of the largest rooms and suites*

*among competing properties, 3 Food & Beverage venues, a 24 hour state-of-the-art fitness centre among other facilities.*

***3. POSITION HELD :***  *FRONT OFFICE* ***SHIFT LEADER***

PERIOD : September 3, 2011 – September 5, 2013

EMPLOYER: *Bonnington Hotel & Residence Jumeirah Lakes Towers-Dubai*

*BONNINGTON HOTEL -  is a 5-star hotel with 480rooms (208 luxurious rooms and suites all non-smoking, 272 deluxe serviced hotel apartments), 6 restaurants and 2 bars, 4 conference suites, a Leisure Deck on the 11th floor with infinity pool, state of the art gym, pool bar, Jacuzzi, steam, sauna as well as hairdressing salons for ladies.*

***4. POSITION HELD : GUEST SERVICE AGENT / HOTEL RECEPTIONIST***

PERIOD : May 09, 2010 – August 23, 2011

EMPLOYER : ***InterContinenetal Hotel Group - Holiday Inn Express – Jumeirah, Dubai - UAE (193 rooms)***

***5. POSITION HELD : PASSENGER SERVICE & TICKETING AGENT***

PERIOD : November 2008 – February 2010

EMPLOYER : ***Pacific Aviation Services - POI ASIANA AIRLINES – Guam, USA (Territory of USA)***

***6. POSITION HELD* :  *PHARMACY ASSISTANT (part-time Volunteer)***

PERIOD : June 2007 – October 2008

EMPLOYER : ***Commonwealth Community Hospital – Guam, USA (Territory of USA)***

***7. POSITION HELD : FRONT DESK AGENT/HOTEL RECEPTIONIST & RESERVATION AGENT***

PERIOD : December 2007 – October 2009

EMPLOYER : ***Hotel Riviera International – Guam, USA (Territory of USA)***

***8. POSITION HELD : RESTAURANT CASHIER***

PERIOD : June 2004 – March 2006

EMPLOYER : ***THE PIZZA COMPANY KUWAIT – Kuwait Intl Airport***

***9. POSITION HELD: FRONT DESK AGENT/HOTEL RECEPTIONIST***

PERIOD : August 2001 – August 2003

EMPLOYER : ***Hotel Nikko Saipan Int’l – Saipan, Northern Mariana Islands (313 rooms)***

***10. POSITION HELD*** *:*  ***LOCAL STORE MARKETING & CUSTOMER RELATION OFFICER***

 ***(promoted from Service Crew)***

PERIOD : February 1999 – August 2000

EMPLOYER : ***Mc Donald’s Kuwait Al Maousherji Catering Co. – Kuwait***

***11. POSITION HELD*** *:*  ***FRONT DESK AGENT/HOTEL RECEPTIONIST & TELEPHONE OPERATOR***

PERIOD : August 1996 – September 1998

EMPLOYER : ***Kanumayan Hotel. – Manila, Philippines***

**\*Role as a Reservation Sales Agent:**

* Check the no show records as well as pending reservation.
* Check VIP arrivals, special requests and check traces to action.
* Check the system reservations for next two weeks and inform sales team to fulfill sales leads accordingly.
* Show complete product knowledge, understand rate structure and apply rate management.
* Ensure to send confirmation for new reservation and follow up those without correspondence.
* Ensure all incoming calls are answered; information received by fax is inputted and check constantly the incoming emails.
* Provide an efficient and friendly reservation service in order to maximize revenues to achieve budgeted and forecasted targets.
* Maintain high level guest telephone contact skills while promoting the hotel, restaurants and spa through the good selling and communication skills
* Conversant with all market segments and rate plans and packages.

**\*Role as Shift Leader/Front Desk Agent (5 years hotel experience)**

•Supervise front desk associates to ensure that hotel policies, procedures, regulations and standards are followed.

•In charge of the operation in the absence of FOM/AFOM

•Performs Reservation Task such as making bookings, answering booking inquires, responding to Internal and external booking requests, knowledge of reservation pick up and reservation reports to forward to sales and gm

•Answering emails and telephone calls for room reservation bookings , room rates and internal request and external inquiries

•Performs staff FO training

•Performs CID entry if requires
•Ensuring that front desk operations runs smoothly in a professional manner at all times.
•Perform all front desk related responsibilities and duties when assigned or required.
•Assume leadership in the absence of front desk manager
•Have a thorough Knowledge of Hotel products and services.
•Check House Count to establish selling strategy for the shift. Monitoring it regularly during shift and responding to any changes.
•Ensure daily all forms of communication are used to full capacity and relevant information is handed over to the next shift throughout the shift and briefings.
•Ensure smooth check-in and check-out of all guests of the team, assign works and ensuring completion of daily task a
•Ensure that all arrivals, departures, no shows, extensions, amendments and OPERA related matters are performed on a timely manner in order to avoid further confusion.
•Ensure that all concerned departments are informed in regards of room moves, no-shows, early arrivals, special requests, repeat guests or other guest preferences.

•Respond to guest inquiry, resolves issues and complains I a timely manner

•Support and assist team members in handling guest inquiries, schedule, assign daily work,lead pre-shift meetings, inform and train team members

•Monitor lobby traffic and adjust staffing accordingly
•Assuring that all front office receptionists are continually updated with hotel rates, packages and discounts
•Supervise compliance of FO Receptionists in Cash handling procedures to maintain an accurate float and possible credit risks.

• Verifying guest identity, form of payment, assigning room, and activating/issuing room key. Set up accurate accounts for each guest according to their requirements. Ensure rates match market codes, document exceptions. Secure payment prior to issuing room key, verify/adjust billing. Compile and review daily reports/logs/contingency lists. Complete cashier and closing reports. Supply guests with directions and property information. Accommodate guest requests, contacting appropriate staff if necessary. Follow up to ensure requests have been met.

•Process all payment types, vouchers, paid-outs, and charges. Balance and drop receipts.Obtain manual authorizations and follow all Accounting procedures. Notify Loss Prevention/Secuirty of any guest reports of theft. Assist management in training, evaluating, counseling, motivating and coaching employees; serve as a role model and first point of contact of the Guarantee of Fair Treatment/Open Door Policy process. Develop/maintain positive working relationships; support team to reach common goals; listen and respond appropriately to employee concerns.  Follow company policies and procedures; report accidents, injuries, and unsafe work conditions to manager; complete safety training and certifications; ensure personal appearance is clean and professional; maintain confidentiality of proprietary information; protect company assets. Welcome and acknowledge guests; anticipate and address guests' service needs; assist individuals with disabilities; thank guests with genuine appreciation. Speak using clear and professional language; prepare and review written documents accurately and completely; answer telephones using appropriate etiquette. Ensure adherence to quality standards.

**\*Role as Passenger Service Agent/Ticketing Agent**

Check-in passengers, issue tickets and boarding passes.

Perform functions required for the orderly boarding of passengers onto a flight.

Perform host/hostess duties when at the airline VIP lounge.

Greet passengers upon arrival and assist passengers with special needs

**\*Role as Outlet Cashier (2 years experience)**

Responsible in cash handling policy regulation such as different rate of foreign currency and its safekeeping

**\*Role as Local Store Marketing & Customer Relation Officer**

Supervise crew staff. Organize & presides monthly staff meeting.

Assists customer, long line expediting, check general ambience of store quality, cleanliness, service, value and decoration.

Generate Local store sales, create sales building activities, administrative duties, including add on sales report, inventory.

Does the monthly and daily store and school activities and tours.

Reports clarification to store manager, evaluating customer and sales impact based in actual and daily monthly activities

**\*Role as Telephone Operator**

Operate PABX, placing int’l calls, receive calls, message handling, registering all hotel guests, making room assignments and room reservations, auditing cashier reports and miscellaneous, generating statistics information regarding daily sales and accounts receivables for distribution to GM.

**\*Higher Education & Professional Qualification**

* Bachelor of Science – Pharmacy 1992 - 1996

 (Philippine Women’s University, Manila - Philippines)

* Education Associate

 (Guam University – Tamuning, Guam) Nov 2007 – May 2008

**\*Computer Literacy**

* Opera V.4, Fidelio, Micros, POS
* MS Excel, MS Word, (Intermediate) MS Power Point (Basic),
* Internet & E-mail

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