**First Name of Application CV No 1643946**

Whatsapp Mobile: +971504753686



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**Dear Sir/Madam,**

**Warm Greetings!**

**I have completed my Bachelor's Degree in Hotel and Restaurant Management. I have been to Intercontinental Hotels Group for 8 years and my knowledge and this experience have equipped me to handle a much bigger responsibilities in hospitality.**

**I would be happy to attend for an interview at your convenience, and if do not have suitable openings at present It would be grateful if you could keep my resume on file should any future vacancies arise.**

**Please find attached herewith the copy of my CV.**

**Looking forward to hear from you soon.**

**OBJECTIVE:**

**To obtain a position in my chosen field and the other related fields that would best fit to my qualification and develop further my talents and skills for continues career improvement.**

**QUALIFICATIONS**

* **Excellent communication and organization skills**
* **Remarkable ability to speak, read and write English**
* **Ability to stay calm, focused and organized in a crisis situation**
* **Good in administrative experience and proficient with Microsoft office, Outlook, Word, Excel**
* **Able to prioritize workload while remaining flexible**
* **Confident positive manner and appearance.**
* **Demonstrate willingness to adapt to change.**
* **Pleasant phone manner and voice.**
* **Leadership qualities**
* **Demonstrated ability to work independently and as a team player.**

### EDUCATIONAL BACKGROUND

**2003 - 2006**

**Eulogio “Amang” Rodriguez Institute of Science and Technology**

**Nagtahan, Sampaloc Manila**

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

**WORK EXPERIENCE**

**INTERCONTINENTAL HOTEL GROUPS**

 **Crowne Plaza Dubai Festival City**

 **P.O Box 45777 Dubai UAE**

**Position: Front Office Supervisor**

 **Front Office Department**

 **Crowne Plaza Hotel Dubai Festival City**

**Duration: July 2015 up to March 2016**

**Duties and Responsibilities:**

* **Ensure outstanding guest satisfaction at all times.**
* **Maintains a friendly, cheerful and courteous demeanor at all times.**
* **Uses suggestive selling techniques to sell room nights, increase occupancy and revenue.**
* **Handled incoming emails correspondence from guest or other department.**
* **Handling cash transactions and credit card and ensure that POS is always balance at the end of your shift.**
* **Follow up payment with guest and entering attendance in civil soft.**
* **Monitoring office supplies enter order in FBM.**
* **Ensure that all arrivals and VIPS rooms have been allocated according to the guest preferences on daily basis.**
* **Supervise daily shift process ensuring all team members adhere to standard operating procedures.**
* **Supervise the operations of the front desk to ensure an optimal level of service and hospitality is provided to the guests. Maintained clean and well organized work station. Assist reception for check out and check in and attends phone calls.**
* **Do audit income, credit card transactions, rebate or adjustment etc.**
* **Review and verify guest billing on daily basis.**
* **Train, direct the work of, resolve issues/problems and coach the front desk team members to ensure a quality operation.**
* **Ensures safety by following guest check in and security procedures and reporting suspicious activity to security, manager, or MOD.**
* **Performs other duties as assigned, requested or deemed necessary by management.**
* **Participate in hotel committees and task force assignments.**
* **Assist all departments in servicing the guests during high volume periods.**
* **Responsible in handling guest complained and entering glitches in PMS, QEMS and log book.**
* **Take responsibility in absence of Duty Manager and covered Duty Manager Shift if needed.**
* **Follow all company policies and procedures ensure uniform and personal appearance are clean and professional, maintain confidentiality and property information and protect company assets.**
* **Welcome and acknowledge all guests according to company standards and thank them with genuine appreciation.**
* **Develop and maintain positive working relationships with others.**
* **Checking billing one day in advance and follow up pending PM account if there’s any.**

**Position: Front Office Rooms Coordinator**

 **Front Office Department**

 **Crowne Plaza Hotel Dubai Festival City**

**Duration: July 2014 up to July 2015**

**Duties and Responsibilities:**

* **Allocate rooms to expected arrivals after checking the guest’s preferences and special requests.**
* **Prepare rooming list if there’s a group arrival and organize and coordinate check in/pre registration procedures for group arrivals.**
* **Monitor and balance room inventory and followed up special guest request in PMS.**
* **Reviewed and ensured proper processing billing for group check out.**
* **Review out of service and out of order on daily basis.**
* **Identified group blocked and processed staff and VIP list each group.**
* **Coordinate with the team member the upcoming group arrivals.**
* **Obtained the necessary information from guests, entered it into PMS and generated PMS reports.**
* **Build strong relationship and** **liaise with all other department's especially housekeeping, reservations etc.**
* **Handled incoming emails correspondence related to the group or other department.**

**Position: Guest Service Agent**

 **Front Office Department**

 **Crowne Plaza Hotel Dubai Festival City**

**Duration: November 15, 2010 up to July 2014**

**Duties and Responsibilities:**

* **Greets all guests at all times in a friendly and helpful manner and attempts to learn and use guest’s name at every opportunity**
* **Followed the standard check in and check out.**
* **Maintains cashier float and ensures accurate daily report of all money received**
* **Maximize room occupancy and use up-selling techniques to promote hotel services and facilities**
* **Responsible and attends to guest’s request of using the service of safety box at all times**
* **After guest check in giving courtesy call and attends phone calls and take rooms reservations as well.**
* **Take the handover from the outgoing colleagues and do the necessary follow up**
* **Provide accurate information to the guest such as the hotel facilities**
* **Monitor incoming emails and fax machine from guest and or other department**
* **Maintain neat and tidy desk and refill stationeries**
* **Followed the check list every shift like doing the traces, printing the LPO, checking the bucket, the hotel occupancy, VIP’s arrivals and departures,**
* **Providing excellence service and make the guest feel at home and comfortable.**
* **Always attentive to give way to the guest’s needs, during their entire stay and willingness to offer any assistance to the guest.**
* **Performing other duties that maybe assigned by my superior.**

 **Other Responsibilities: Departmental Trainer**

* **Preparing welcome pack, departmental training orientation for new joiners, and doing the training for new joiners and existing colleagues**
* **Preparing training plans for current colleagues and new joiners**

**Recognition: IHG Winning Ways Star Employee of the month (February 2012)**

 **INTERCONTINENTAL HOTEL GROUPS**

 **Dubai Festival City**

 **P.O Box 45777 Dubai UAE**

 **Position: Waitress and Hostess (Pre Opening Team)**

 **Crowne Plaza Hotel Dubai Festival City**

 **Zaytoun Restaurant**

 **Duration: September 29, 2007- November 14, 2010**

**Duties and Responsibilities:**

**Waitress and hostess**

* **Attends the guest needs like serving water, hot towels, food and beverage and all his needs thru out his dining experience**
* **Taking orders and suggestive selling and inputting orders to the micros and ask for satisfaction of the Guest.**
* **Always attentive to give way to the entire Guest’s needs, during their entire dining in experience.**
* **Greet the guest in a proper manner**
* **Attends phone calls and ensure that all reservations is entered in Respak**
* **Take reservation and ensure that the details is taken and assign tables of guest reservation equally to the station**

**TRAINING ATTENDED**

**Completed IHG Leading Others Module**

**September 2015**

**Training in: IHG Leaders Qualities**

**IHG Craft training**

**May 29, 2013**

**Training in: How to train and coaching colleague**

**Front Office Basic Cross-Training**

**December 6, 08-January 7, 02**

**Training in: Opera System and Basic Knowledge**

**THE PENINSULA MANILA**

**Position: Spices Hostess and Waitress**

**Duration: May 1, 2006- August 10, 2007**

**The Peninsula Manila**

**Corner of Ayala and Makati Avenue**

**Makati City 1226**

**On-the-job training**

**June to September 2005**

 **Training in: Banquet Service (waitress) and Spices Restaurant (waitress)**

**PERSONAL INFORMATION**

**Age : 32**

**Height : 5’4**

**Weight : 60klg**

**Birth Date : December 10, 1983**

**Sex : Female**

**Status : Married**