**First Name of Application CV No 1645554**

Whatsapp Mobile: +971504753686



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**Nationality : Filipino**

**Date of Birth : Aug 22,1984 Marital Status : Single**

**Objective:**

** Enthusiastic and committed Receptionist and to apply for any suitable position according to my skills and ability in your Company. To have an employment opportunity to contribute enthusiasm, reliability, integrity, flexibility, and perseverance, and to meet the company’s specification and to be able to work and express my knowledge and my ability for the success of the company. **

**WORK EXPERIENCE**

**EMIRATES GRAND HOTEL**

-**RECEPTIONIST 2013- Present**

**DUTIES:**

* Greeting and giving a warm welcome to the guest.
* Utilizing exceptional customer care and clerical skills with a strong expertise in performing front desk operations to manage reception in a timely, professional, and courteous manner Perform exceptional customer service and provide customer satisfaction at all times.
* Assist in keeping the reception area clean and tidy, at all times and Takes spa reservations for internal and external guests.
* Administer all reservations, cancellations and no-shows, in line with company policy
* Deal with all enquiries in a professional and courteous manner, in person, on the telephone or via e-mail
* Obtains caller's name, contact number and compiling documentation, scheduling meetings/appointments and maintaining of unified massaging system for phones and emails.
* Build and maintain a rapport with the customers, so as to negotiate with them and convince them to be a part of the spa clients.
* Processing credit card payments, Delivering daily batches to accounting, collecting the batches by receiving checks.
* Maximizes revenue and cash flow by promoting resort services, special hotel and Spa programs, packages and upgrades when appropriate.
* Interacts with hotel staff in a professional manner, assisting other departments with necessary information.
* Compute sales prices, total purchases and receive and process cash or credit payment.
* Follows set procedures on posting charges, cashing checks, safe deposits, and refunds.
* Ensures guest satisfaction by maintaining a clean and safe facility and restocks locker room supplies and amenities.
* Maintains an accurate supply list and inventory sheet and Inspects locker rooms and cleans as needed.
* Calling the housekeeping for cleaning services and reports any necessary repairs to engineering.
* Solicits guest feedback via guest comment cards and acknowledges guest preferences.
* Handles all guest complaints with the utmost confidence, grace and concern for their satisfaction. Issues lockers, robes & slippers to guests, escorting each guest then to their rooms.
* Provides guests with a tour, explaining spa amenities offered and answering any questions the guest may have. Reviews and confirms guests’ appointments and synchronize customers with the various therapists.
* Fulfill all reasonable requests from guests
* Take the guest for a tour of the spa and explain the facilities offered to guests.
* Coordinate with the Storekeeper and Data Entry the availability of stocks
* Report any maintenance issues immediately to line manager, including all furniture, fittings and equipment
* Maintain inventory sheet and supply list and maintain the spa as well and scheduling duties to the staff and Carry out instructions given by the management team and head office.

**AL MANAMA GROUP OF COMPANY AJMAN UAE (March 2012-Sept 2012)**

**-SALESLADY**

**DUTIES:**

* Greet customers and ascertain what each customer wants or needs.
* Perform exceptional customer service and provide customer satisfaction at all times.
* Ensuring the high standard of cleanliness and maintain throughout the area at all times.
* Work with customers with the most cheerful and pleasant disposition
* Give answers to customers’ questions or concerns related to the product they are charged to sell and demonstrate good knowledge of the product
* Make sales reports every weekend and month end, and the receiving of deliveries
* Communicate and assist customers in any way possible and as the customers may require
* Deal with customer’s complaints professionally and with restraint.
* keep merchandise area tidy, take stock inventory and make a requisition for new stock.
* Close as many deals and transactions as possible.
* Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.

**CHINA MALL FREEZONE, CA 015, AL JERF FOODSTUFF TRADING (Nov 2010- Feb 2012)**

**-CASHIER/SALES LADY**

**DUTIES:**

* Greet customers and ascertain what each customer wants or needs.
* Open and close cash registers, performing tasks such as counting money, separating charge slips, coupons, and vouchers, balancing cash drawers, and making deposits
* Work with customers with the most cheerful and pleasant disposition
* recommend, select and help locate the right merchandise
* Make suggestions and encourage purchase of products.
* Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
* Clean shelves, counters, and tables.
* Keep merchandise area tidy, take stock inventory and make a requisition for new stock.
* Plan and carry out sales activities to meet assigned sales target

**ST. PETER MEMORIAL AND LIFE PLAN INSURANCE (2009)**

**COTABATO CITY PHILIPPINES**

-Marketing Supervisor

DUTIES:

* Encoding & typing the plan holders profiles.
* On field, office to office and house to house convincing the clients to have their life plans.
* Fixing & monitoring the monthly dues of the plan holders.
* Maintaining the numbers of client and achieved the target every month.

**CITY HEALTH OFFICE**

-Date: August 05-16, 2008

-Healthcare Attendant

**CRUSADO CLINIC, PIKIT COTABATO**

-Date: January 06-17, 2009

-Healthcare Attendant

**BAHAY MARIA HOME FOR THE AGED OF COTABATO CITY PHILIPPINES**

-**Health care attendant**

**-Date: October 14-25, 2009**

DUTIES:

* Assisted in providing hygiene care (bathing, oral care, changing diapers) to geriatric patients.
* Monitored the vital signs (blood pressure, pulse, respiratory rate, temperature, and cardiac rate.
* Provided massage treatment to the patients.
* Assisted in feeding the geriatrics patients and perform the housekeeping procedures..
* Introduced occupational therapy activities for the patients (Christmas cards and Christmas décor making.
* Educated patient on the value of physical fitness activities**.**

**CASES HANDLED**:

* Tuberculosis
* Parkinson’s disease
* Schizophrenia
* Paralysis/ stroke
* Dementia
* Blindness
* Fracture
* Diabetic Mellitus Patient

**SEMINAR ATTENDED**:

**BASIC LIFE SUPPORT**

-Held at Dr. Rabagos Clinic Cotabato City from April 2-6, 2007

**MASSAGE THERAPIST**

-Held at St. Benedict College - February 07, 2009

**PROFESSIONAL SKILLS**

- Computer literate (MS word, Excel,Outlook ,Powerpoint ), Healthcare Assistant & Costumer Service

**LANGUAGE SPOKEN**

-English, Basic Arabic and Tagalog.

**EDUCATIONAL BACKGROUND**

**COLLEGE SCHOOL DATE GRADUATED**

Health Care Assistant St. Benedict College Cot. City March21, 2009

**VOCATIONAL**

**Basic Computer** SCALS April 3, 2006

**Massage Therapy** St. Benedict College Cot. City April 2, 2009

**SECONDARY** CCNHS Rojas Site March28, 2002

**ELEMENTARY** CCCPS March 27, 1998