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| --- | --- | --- |
|  | | **Objective** |
| Seek to work in an environment that will challenge me further while allowing me to contribute to the continued growth and success of the organization.  **Qualification Summary**  Energetic and dedicated person. Possessing a good team spirit and having a passion for providing the highest standards of hospitality and service to guests. Helpful and approachable and has strong ability to effectively multi-task in a fast-paced environment. A quick learner who can absorb new ideas, communicate clearly and effectively and can also find suitable solutions to meet the needs of guests. | | |
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**Work Experience**

**Receptionist, Anfa Royale Hotel, Philippines (May 1,2015- March 15, 2016)**

* Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries.
* Directs visitors by maintaining employee and department directories; giving instructions.
* Maintains security by following procedures; monitoring logbook; issuing visitor badges.
* Maintains telecommunication system by following manufacturer's instructions for house phone and console operation.
* Maintains safe and clean reception area by complying with procedures, rules, and regulations. Maintains continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.
* Contributes to team effort by accomplishing related results as needed.

**Credit Customer Service Agent, Philippines ( Jan 5- April 10, 2015)**

* Identify the problems of customers quickly and precisely
* Able to give clear and concise instructions and must have good customer service
* Receive and process incoming phone calls for clients, which includes obtaining, entering, verrifying customer information ( e.g. names, addresses, credit card number etc.) answering question, resolving issues, providing customer service adhering to scripts.
* Ensure that calls are processed in strict adherence to stablished policies, procedures, and quality standaerd as well as any federal laws and regulations.
* Succesfully complete initial on-the-job training,as well as any new product.
* Processing calls manually in the event of the computer system failure; ensure quality and customer issues are escalated using establised procedure and brought to resolution.

**F&B Service Assistant, Le Royal Meridien Beach Resort and Spa, Dubai (Jan 6- Nov 18, 2014)**

* Clean and prepare condiments.
* Obtain adequate quantities of linen from the linen room as per the request sheet.
* Does not leave the area of work without notifying the supervisor /restaurant in- charge.
* Develop and train bus boys in order to help them develop into future waiters.
* Perform all side duties established by the supervisor/restaurant in charge.
* To be familiar with food and menu terminology.
* The set service standards to be followed by serving the guest.
* To ensure all information and duties received by the supervisor/restaurant in-charge is followed accurately.
* Report for duties ten minutes early with clean attire.
* To follow the hotel policies and procedures and all Hotels Food and Beverage standards.
* Ensure sufficient quantities of crockery, cutlery china and glassware is available prior to the operation.
* Double check all items received from the stores and this correspondence with requisition form.
* Make that Food and Beverage are picked up as per the requisition sheet.
* To offer quality service at all times.
* To follow all hygiene standards set in the company hygiene manual.
* To operate according to all accounting policies and procedures of the outlet.
* To ensure orders are thoroughly checked before serving to the guest.
* To ensure proper stacking of trays in the side station.
* To ensure Food and Beverage items are well printed on the checked before presenting to the quest.
* To up sell Food and Beverage products.
* To assist the captain at all times.
* To perform all tasks as per the Standards of performance manual.
* To promote team work within the department and ensure quality equality at workplace is maintained without sexual discrimination and harassment.

**Sales lady, Mint, SM Super Mall (September 2012 – October 2013)**

Philippines

* Work with customers with the most cheerful and pleasant disposition
* Give answers to costumer’s questions or concerns related to the products charged to sell and demonstrate good knowledge of the product.
* Communicate and assist costumer in any way possible and as may costumer require.
* Deals with costumer’s complaints professionally and with restraint.
* Close as many deals as possible.
* Process or help process payments made by the costumer – whether by in cash or in card.
* Bag products for the costumer (if there’s no other assigned to do that)
* Report sales accurately.

**Internship**

**Tagaytay Country Hotel** (400 hours)

Food & beverage

Nov. 5 – Feb. 26, 2013

Intern

**BASIC SAFETY TRAINING** (54.25 hours)

Lyceum of the Philippines Universitiy Maritime Training Center

May 2 - 10, 2012

**Superferry Apprenticeship- By- Experience (**200 hours)

Cagayan de Oro

May 15 – May 21, 2011

Intern

**Canyon Cove Residential Beach Resort** (200 hours)

batangas

April 12- May 9, 2012

Housekeeping Department

Intern

**Education**

BS in International Hospitality Management,

Specialized in Cruise line Operations and Hotel Services (2009 – 2013)

Lyceum of the Philippines University

Batangas City

Certificate of Training

Barista 101 (Basic Barista Training) (Feb 9- 13, 2015)

Philippine Barista & Coffee Academy

Philippines

**Seminars Attended**

* 2nd CITHM POWERED SEMINAR

Freedom Hall, Sotero H. Laurel Blgd.,

Lyceum of the Philippines University-Batangas

Batangas City

August 28, 2012

* Building Entrepreneurial Skills Through a Comprehensive and Dynamic Leadership

Lyceum of the Philippines University-Batangas

Batangas City

March 6, 2012

* Developing Value-laden Tourism & Hospitality Professionals

Freedom Hall, Sotero H. Laurel Blgd.,

Lyceum of the Philippines University-Batangas

Batangas City

Feb. 10, 2012

* Trends in Hospitality Industry Management

Lipa City

Jan. 30, 2006

* Seminar workshop on Working Acroos Cultures

Lipa City

Dec. 8, 2004

**Skills and Competencies**

* Flexible and Hardworking
* A team player and can work under pressure with high tolerance for stress
* Ability to listen and anticipate

**Personal Information:**

* Age : 29
* Birth date : Dec. 18, 1986
* Birth place : Batangas
* Height : 5’4”
* Weight : 51 kg.
* Civil Status : Single
* Religion : Roman Catholic
* Nationality : Filipino

**First Name of Application CV No:** **1669116**

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