**Jocelyn**

**OBJECTIVE**

*Seeking a new career with a well established company where my skills are implemented and enhanced.*

 **SUMMARY OF QUALIFICATION**

* *Positive nature with exceptional telephone etiquette.*
* *Reception work and customer service*
* *Enthusiastic to achieve the targets by continuous improvement of front desk area.*
* *Computer: Word and Excel*
* *Punctual*
* *Hardworking*
* *Trustworthy*
* *Ready to be a trainee*

**WORK EXPERIENCE**

***Yadoos House Restaurant and Café, (Arabic Restaurant)*** *Muroor Street, Abu Dhabi, UAE*

***Food Attendant -*** *June 08, 2014 to present’*

* *Cash register and POS*
* *Answer phones, greet and help customers inquiries*
* *Serve food and/or beverages to customers; prepare and serve specialty dishes at tables as required.*
* *Handled customers at counters or buffet tables*

***One Serenata Hotel,*** *Dulong Bayan Bacoor, Cavite, Ph*

**Receptionist** -*September 2011 – April 2014*

* *Welcomes and registers hotel guests, explaining the accommodations and establishing credit or method of payment. Checks guest out of the hotel, preparing and explaining the bill. Responds to a wide variety of guest requests by accurately assessing the guest needs and requests and then adding personal recommendations and touches to achieve maximum customer satisfaction.*
* *Maintain the general filing system and file all correspondence telephone calls.*
* *Receive, direct and relay telephone messages and fax messages to public inquiries.*
* *Inform guests of the hotel services and facilities, policies and procedures.*

**RELATED CAPABILITIES**

* *Strong communication and customer service skills*
* *Demonstrated ability to work in dynamic and fast paced environment*
* *Able to follow guidelines accurately*
* *Track record of working efficiently while unsupervised*

**SEMINARS AND TRAININGS ATTENDED**

**ICDL Core**

 *Abu Dhabi, UAE (JUNE 2015)*

**Explore Tourism Program**

 *Subic Bay, Olongapo City, Philippines (September, 10-12, 2011)*

 **New Generation in Hospitality Service: The Growth in Technology**

*ISHRM, Habay, Bacoor Cavite, Philippines (January 27, 2010)*

 **Sales, Marketing and Human Resources Management (Stay and Learn Program)**

*Manila Hotel Pavillion, Manila Philippines (December, 16, 2009)*

 **Personality Development Culminating Activity (Beyond Skin Deep)**

*Island Cove, Hotel and Leisure Park, Bacoor, Philippines (September 29, 2009)*

**Effective Customer Relations in Hotel Frontline Departments**

 *Sofitel Philippines Plaza Manila (July, 24, 2009)*

 **Supervisory Training Workshop**

*One Serenata Hotel, Dulong Bayan, Bacoor Cavite (April, 15,16,19 and May 1, 2013)*

**EDUCATIONAL ATTAINMENT**

***Tertiary***  *Hotel and Restaurant Management*

*International School for Hotel and Restaurant Management(ISHRM)*

 *Dulong Bayan, Bacoor, Cavite, Philippines*

 *2009 -2011*

***With Full Qualification in:***

* + - *Food and Beverage NCII*
		- *Bartending NCII*
		- *Bread and Pastry Production NCII*
		- *Commercial Cooking NCII*
		- *Front Office Services NCII*
		- *Housekeeping NCII*

***Secondary*** *Cavite National High School*

 *Caridad, Cavite City, Ph*

 *2005 - 2009*

***Primary*** *Porta Vaga Elementary School*

 *Samonte Park, Cavite City, Ph*

 *1999 - 2005*

**ON THE JOB TRAINING**

***Kalipayan Resort, Hotel and Restaurant***

 *Km.29 Aguinaldo Hi-way ,Salitran II*

 *Dasmariñas, Cavite Philippines*

 **PERSONAL DETAILS**

Date of Birth: *January 2, 1993*

Nationality: *Filipino*

Religion: *Catholic*

Height: *5’2*

Weight: *95 lbs.*

Marital Status: *Single*

Languages: *English, Filipino*

[Click to send CV No & get contact details of candidate](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)

 