

## OBJECTIVE:

To succeed in an environment of growth and excellence and earn a job which provides me job satisfaction and self-development and help me achieve personal as well as organization goals.

## JOB EXPERIENSES:

**Burger King - Dubai UAE (First Food Services)** Service Crew / Cashier / Customer Sales Assistant April 2012 – April 15, 2014

## Work Descriptions:

* Made sure that customers are welcomed and greeted before they approached us.
* Made sure that the service stations and counter are fully equipped with necessary condiments.
* Directly take customer’s order and deliver it precisely on a specified time.
* Coordinated with production controller and other colleagues.
* Experienced in up selling product promotions to increase the sales target of the month.
* Maintained well grooming standards at all times and ensured that all SOP are followed.
* Attend all the trainings whenever being nominated for individual’s improvements**.**

**Robinson Department Store** Sales Assistant / Merchandiser September 2010– January 2012

## Work Descriptions:

* Assist the Showroom Manager in ensuring all sales activity, planning and execution are at the highest level.
* Knowledge of organization's range of products and /or services as well as organization's philosophy and policies.
* Plan and carry out sales activities to meet assigned sales target.
* Arrange display of products in the showroom for merchandising and promotions.
* Attend to customer queries, complaints, suggestions, and requests by providing feedback to Area Manager with recommendations for sales promotion.
* Process sales order and coordinate with cashier for processing of payment.
* Maintain up to date stock position and record of the products.
* Coordinate with the Storekeeper and Data Entry the availability of stocks.
* Maintain the standard display of products, cleanliness and safety in the showroom
* Ensure the safety in the working area.
* Perform other related functions that may be assigned from time to time.

## Alpha Hotel

Front Office / Reservation Agent November 2008 –August 2010

## Work Descriptions:

* Answer incoming calls and assist with reservations, confirmations, room need requests, and queries.
* Explain resort products, service and other information about the resort as requested.
* Sell process and enter and confirm room reservations using selling techniques and strategies.
* Maintain knowledge of current resort events, activities, and hours of operation as well dining options currently available.
* Greet guests warmly and perform registration procedures.
* Provide guests with appropriate room assignments, room keys, directions to the rooms while up- selling when appropriate.
* Assist guests with issues and complaints, with empathy and a focus on guest satisfaction.
* Answer incoming calls within 3 rings with appropriate greeting.
* Maintain accurate logs of mail, packages, parcels or other items for guest delivery.
* Accurate accounting of cash flow assigned to each agent.
* Facilitate guest departures providing accurate statements and ensuring guest satisfaction and collecting all payments due.

## Lima Hotel – Batangas City Phils.

Front Office / Reservation Agent (**On the Job Training**) March 2008 – September 2008

## Work Descriptions:

* Greeting, registered, and assigned rooms to guests.
* Answered queries related to hotel services and resolved any issues.
* Processed guests’ check ins and outs.
* Prepared and completed room and restaurant bills.
* Assisted guests’ in storing valuables in secure deposit box.
* Handled cash, cheques and credit cards

**Sarouja Restaurant & Cafe**

Waitress

Dubai Marina, Sufouh road

Skyview tower, Dubai, UAE

May 27, 2014 – May 27, 2016

**Work Descriptions:**

* Greet customers and seat them according to their preferences
* Offer welcome drinks and beverages
* Fill water glasses and refill beverages
* Take orders and provide information about menu items
* Suggest menu items when requested by the customer
* Relay patrons’ orders to the kitchen
* Ensure that the order is prepared according to the menu
* Ensure order quality and quantity prior to serving
* Serve meals and side dishes
* Ensure that continued service is managed during the course of the meal
* Keep a constant eye on the table to gauge needs and fulfill them immediately
* Accept payment in credit card and cash
* Clear table and clean table tops
* Ensure that all tables replenished with eating dishes

## EDUCATIONAL :

College : Associate in Hotel & Restaurant Management Batangas State University 2007 - 2009

High School : Pinamucan National High School 2003 - 2007

## PERSONAL DATA

Date of Birth : February 26, 1991

Citizenship : Filipino

Civil Status : Single

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

