**JOAN MARY A. DIFUNTORUM**

**OBJECTIVE & SKILLS**

* I am seeking employment with a company where I can use my talents and skills to grow and expand the company.
* I am looking for a management position with a growing company where I can apply my experience to increase the company’s reputation and profitability.
* I will use my skills in data entry and switchboard as well as my experience with Microsoft Office and Excel.
* Excellent negotiation and problem solving skills and swiftly identifies the root of the problem and develops and effective solution.

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| **Receptionist** **Philippines**Oct. 6, 2014- May 8, 2016 | * Welcomes visitors & patients by greeting them, in person or on the telephone
* Receive, direct and relay telephone messages and fax messages.
* Maintain and manage patient records
* Move patients through appointments as scheduled
* Answer incoming calls and deal with inquiries
* Schedule patient appointments
* Maintains safe and clean reception area by complying with procedures, rules, and regulations.
* Protects patients' rights by maintaining confidentiality of personal and financial information.
* Update appointment calendars & schedule meetings/appointments.
* Perform other clerical receptionist duties such as filing, photocopying, faxing, etc.
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| **Restaurant Manager**Fiesta sa Payag**Philippines**Aug. 1, 2013-August 30, 2014 | * Asking responsibility for the business performance of the restaurant.
* Organizing marketing activities, such as promotional events and discount schemes.
* Preparing reports at the end of the shift/week, including staff control, food control and sales.
* Planning and coordinating menus.
* Responding to customer complaints.
* Meeting and greeting customers and organizing table reservations.
* Recruiting, training and motivating staff.
* Organizing and supervising the shifts of kitchen, waiting and cleaning staff.
* Maintaining high standards of quality control, hygiene, and health and safety.
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| **General Services Section Head**Philsaga Mining Corporation**Philippines**Sept. 22, 2008-June 25, 2013 | * Supervise the marketing, food stuff, its preparation and serving.
* Responsible for the actual accommodation of lodgers, both guest and staff house tenants.
* Supervise in the preparation and restoration of any company assets, fixture, venue used during social event/s.
* Prepare budget requests for marketing, social events, safety meetings and other company related event.
* Submit periodic monthly reports.
* Train staff house personnel n proper handling and hygiene.
* Initiate staff house personnel’s work schedule.
* Implement existing staff house policy.
* Supervise the food and accommodation of the VIP guest.
* Supervise and Manage Food Commissary.
* Monitor and control deliveries and issuance of the item.
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| **Waitress**Dai Jung Gum Korean Restaurant**Sabah Malaysia**Oct. 12, 2007 – Dec. 12, 2007 | * Providing excellent customer service
* Greeting patrons once they are seated
* Presenting menus to customers
* Explaining menu items to customers
* Answering questions from patrons about food and beverages
* Sharing information with customers about the status of their orders
* Refilling customer drink orders throughout the meal
* Finding out if customers need additional items
* Verifying that customers are satisfied with their orders
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| **Store Supervisor**BANANA LEAF ASIAN CAFÉ **Philippines** Nov. 23, 2006- April 19, 2007 | * Coordinating the entire operation of the restaurant during scheduled shifts.
* Managing staff and providing them with feedback.
* Responding to customer complaints.
* Ensuring that all employees adhere to the company's uniform standards.
* Meeting and greeting customers and organizing table reservations.
* Recruiting, training and motivating staff.
* Process credit and debit card payments and ensure that customers sign receipts
* Count cash in the cash register at the end of each shift and ensure that it tallies
* Sort, count and wrap currency and coins and arrange for them to be deposited to the bank
* Ascertain that there is sufficient change available at the beginning of each day
 |
| **Cashier/Receptionist**BANANA LEAF ASIAN CAFÉ **Philippines** June 23, 2006- Nov. 22, 2006 | * Responsible for taking money in the form of cash, check, or credit card.
* Take cash payments in exchange of services rendered
* Process credit and debit card payments and ensure that customers sign receipts
* Assist waiters and servers during rush hours by packing takeaways and leftover
* Maintaining monthly, weekly and daily report of transactions.
* Greets guests, escorts them to tables, and provides menus.
* Receives booking orders from clients, checks the records for availability of tables, and processes clients’ requests accordingly.
* May schedule work hours and keep time records of dining room workers.
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| **F&B and housekeeping Staff** (***On the job trainee)*****Casa Letecia Business Hotel**Nov 2004 – March 2005 | * Performs duties as may be directed
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**ACHIEVEMENTS and CERTIFICATES**

* **Basic Occupational Safety and Health (BOSH)** 40- hour

 **Philippines**

April 22-26, 2013

* **Hotel Familiarization Food & Beverage and Housekeeping Overview**

**Philippines**

 December 12, 2003

* **Deportment award**

4th Year College

The Philippine Women’s College of Davao

**Philippines**

March 2005

**EDUCATIONAL BACKGROUND**

2001-2005 **Bachelor of Science in Hotel and Restaurant**

 *Major in Food and Beverage*

 **The Philippine Women’s College of Davao**

**PERSONAL PROFILE**

*Gender:* Female

*Marital Status:* Married

*Birthday:*  12 September 1983

*Nationality:* Filipino

*Religion:* Catholic

**CHARACTER REFERENCE**

Available upon request

**Job Seeker First Name / CV No: 1798362**

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

 