**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. |
| **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. |
| **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. |
| **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 |
| **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. |
| **F&B and housekeeping Staff** (***On the job trainee)***  **Casa Letecia Business Hotel**  Nov 2004 – March 2005 | * Performs duties as may be directed |

**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)

