**Honey Queen Evangelista Arceo**

**Objective:**

To be part of the company that would fully utilize my skills and abilities and be a member of a team that aims for growth as a resulting to the overall growth of the company.

**Skills and Qualifications:**

Self-motivated, position attitude, team player, punctual and can cope in any working condition. Fast learner and can handle pressure.

Excellent in MS windows & Office Word – Excel – Power point – Outlook – Access. Professional in Opera System the latest version 5.05

**Employment History:**

* **The Ajman Palace Hotel & Resort ( HMH Group ) , Ajman UAE from January 2016 till present as “ Guest Service Agent “ , 5 stars hotel with 254 rooms and suites.**

**Responsibilities:**

* Assists front desk associates to ensure that all hotel policies, procedures, regulations and standards are followed. Assists in pre-registration and blocking of rooms for arrivals.
* Ensuring that front desk operations runs smoothly in a professional manner at all times.
* Ensure daily all forms of communication are used to full capacity and relevant information is handed over to the next shift through-out the shift and briefings.
* Ensure that all concerned departments are informed in regards of room moves, no-shows, early arrivals, special requests, repeat guests or other guest preferences.
* **Aloft Hotel (Starwood Property), Abu Dhabi from July 2013 till December 2015 as “Guest Service Agent” 4 stars hotel with 408 rooms and suites.**

**Responsibilities:**

* To assist guests in all Front Office-related functions in an efficient, courteous and professional manner that maintains high standards of service and hospitality.
* Registers guests and assigns rooms, accommodates special requests whenever possible.
* Assists in pre-registration and blocking of rooms for arrivals.
* Thoroughly understands and adheres to proper credit, checks cashing, and cash-handling policies and procedures.
* Understands room status and room status tracking.
* Knowing room locations, types of rooms available and room rate.
* **Aloft Hotel (Starwood Property), Abu Dhabi from April 2012 till July 2014 as “Telephone Operator” 4 stars hotel with 408 rooms and suites.**

**Responsibilities:**

* Ensure the proper operation of the switchboard, resulting in fast and efficient transferring of internal and external calls.
* Assist guests with international calls and directory queries.
* Maintain an up to date knowledge of the hotel and local services
* Maintain an awareness of guest profile through the Opera guest profile system
* Keep records of calls placed and received by all departments and recording the call charges.

**Awards:**

**The Ajman Palace Hotel**

* Awarded as Talent of the Month – January 2016.
* Nominated as Talent of the Month – July and August 2015.

**Aloft Hotel Abu Dhabi**

* Nominated as Talent of the Month – August 2012.
* Promoted as Guest Service Agent – January 2013.
* Awarded as Talent of the Month – June 2013.

**Training:**

**Starwood training:**

* September 2014: Personalized Upsell at Starwood Hotels Training.

**Educational Attainment:**

* Bachelor of Secondary Education Major in Technology Livelihood Education

Bulacan State University Bustos, Bulacan 2006-2009 (undergraduate**)**

**Personal Information:**

Nationality : Filipino

Language : English

**Job Seeker First Name / CV No: 1826358**

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