**ARNEDO DELA CRUZ CALAQUI JR.**

**OBJECTIVE:**

A highly motivated and hardworking individual seeking a position at the front desk, steward, cabin crew or ticketing reservation, where I can employ and contribute my experience in order to interact with customers and create positive impressions. I offer my service and determination to be an asset to your company in such manner to work towards the success of the organization.

**EDUCATIONAL ATTAINMENT:**

* **University of the East**

**BS Tourism Management**

Year Graduated: 2015

* **Philippine International English School – Fahaheel , Kuwait**

**Secondary School**

Year Graduated: 2009

* **Sampalukan Elementary School – Manila , Philippines**

**Primary School**

Year Graduated: 2004

**SEMINARS/TRAININGS ATTENDED:**

* **Traveling in Ilocos and Vigan as part of School Seminar**

Conducted by University of the East (Manila) in Ilocos, Vigan on 2013

* **Travelling in Batis Aramin as part of School Seminar**

Conducted by University of the East (Manila) in Quezon Province

On 2012.

**SKILLS AND QUALITIES:**

* Certified BS.Tourism Management
* Good Technical Computer Skills (MS Word) , Excel, Microsoft Powerpoint , Lotus Notes & Outlook (Internet Access)
* Ability to Communicate Clearly and Listen effectively
* Fluent in English, Tagalog, Basic Nihon-go and Basic Arabic
* Ability to Accomplish Task Within Limited Time Frame
* Effective Social and Leadership Skills
* Strong and Positive Work Ethics
* Versatile in the Nature of Work
* Capable of Multi-tasking
* Ability to dealing with variety of people

**AFFILIATION:**

* League of Tourism Management
* Event Organizer
* UE Warriors Cup Season 7

**INTERNSHIP/EXPERIENCE:**

* **Quantum Hotels and Resorts at Malayan Plaza**

Front Desk Assistance and Bell Man

600 hours

\*Certificate of Employment Attached

Ortigas, Philippines

From: April 08, 2015 to 15 May, 2016

**Duties & Responsibilities:**

• Greet guests and patrons as they arrive.  
• Ask if guests have a prior booking  
• Manage the registration process  
• Ask for identification and ensure that the provided credentials are accurate  
• Handle guest check-ins and check-outs appropriately  
• Operate hotel switchboard, take calls and provide information and transfer calls  
• Manage accurate accounting of all rooms  
• Provide guests with room keys and call for bellboys  
• Take reservations over the telephone, through emails and in person  
• Answer queries regarding the hotel’s services, charges, dining facilities, sports facilities and travel directions  
• Refer guests to appropriate departments to resolve complaints or provide suggestions  
• Provide guests with directions around the hotel  
• Contact housekeeping and maintenance departments when a problem is reported  
• Explain appropriate use of keys and ensure that guests are satisfied with the rooms allotted to them  
• Balance cash at the end of the shift and generate accounting reports for the benefit of the next shift

* **Mandarin Travel & Tours**

363 Lolita Building, Between 10th & 11th Rizal Ave. Ext. 1400

Caloocan City, Philippines

Ticketing Clerk

From: March 02, 2014 till March 25, 2015

**Duties & Responsibilities**

* Provide ticketing services to corporate offices and their top management.
* Sell traveling tickets to passengers in accordance with their requests.
* Make reservations and book travel tickets for customers and guests.
* Book flight tickets for hotel guests, clients and customers.
* Book bulk tickets for package tours.
* Provide tourists with travel information and ticket booking details.
* Organize, schedule and book traveling tickets in accordance with individual travel plans.
* Collect appropriate fares from customers upon delivery of travel tickets.
* Collect tickets and packing list to verify receipt and shipment of items

**PERSONAL INFORMATION:**

Date of Birth : February 3, 1992

Height / Weight : 5’6 tall / 65 kg.

Civil Status : Single

Languages known : Fluent in English & Basic Arabic (Tagalog – mother tongue)

Religion : Christian

**Job Seeker First Name / CV No: 1838868**

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



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