RITCHEL

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**Professional Summary**

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Dedicated and proactive individuals effective front desk and customer service experience. Demonstrated ability to maintain a pleasant, positive, and courteous demeanour continually.

• Well-versed in greeting visitors, scheduling appointments  
• Positive attitude and disciplined work ethic  
• Adept at answering phones, faxing, and filing  
• Computer savvy: Proficient in MS Office (Word, Excel)  
• Bilingual: English and basic Arabic ; enjoy working with diverse people and able to multi-task

**Professional Experience**

**­­ Front Desk Receptionist October 2014- September 2015**

**JWA GROUP, DUBAI UAE**

* Reorganize the visitor check in/out procedure by introducing an automated identification system
* Greet visitors, guests and customers as they arrive
* Provide information asked for and direct them to the right departments
* Assist visitors and customers to the right staff member
* Handle telephone calls and direct them to the right recipient
* Distribute incoming mail and manage outgoing correspondence
* Schedule meetings and conferences
* Hand out employee application, memos and notices
* Prepare correspondence and documents
* Maintain appointment diary either manually or electronically
* Monitor and maintain office equipment
* Control inventory relevant to reception area
* Tidy and maintain the reception area

**Hostess/Cashier December 2013- August 2014**

**The Meydan Hospitality, DUBAI UAE**

**Bab Al Shams Hotels and Resort**

* Greet guests and patrons personally as they enter into the establishment
* Receive and record dining reservations on the telephone
* Ensure the proper setup of dining and service areas
* Offer appropriate seats using truly personable demeanor
* Politely request guests to wait in waiting area if no table is available
* Ensure neatness and cleanliness of stations
* Present menus, make recommendations and take orders
* Ensure the quantity of food is sufficient to cater to the number of guests
* Relay orders to the kitchen and ensure all orders are filled in a timely and accurate fashion
* Maintain clean and organized tables and work area
* Assist room service staff when needed
* Manage event related work including setting up tables and maintaining both exterior and interior of the restaurant
* Resolve guests’ concerns in a prompt manner
* Prepare food and beverages when needed
* Liaise between staff and customers to ensure great service
* Order table linens, napkins and other dining room supplies

**Front Desk Receptionist November 2011 – November 2013**

**Advance Facilities Management, ABU DHABI UAE**

* Receive, direct and relay telephone messages and fax messages
* Pick up and deliver the mail
* Open and date stamp all general correspondence
* Maintain the general filing system and file all correspondence
* Assist in the planning and preparation of meetings, conferences and conference
* telephone calls
* Make preparations for Council and committee meetings
* Maintain an adequate inventory of office supplies
* Respond to public inquiries
* Provide word-processing and secretarial support
* Perform clerical duties in order to maintain office operation
* Develop and maintain a current and accurate filing system
* Monitor the use of supplies and equipment
* Coordinate the repair and maintenance of office equipment

**Receptionist March 2008-May 2011**

**Proline Parties, Dubai UAE**

* Prepare and manage correspondence, reports and documents.
* Distribution of memos to the staff.
* Implement and maintain office systems.
* Maintain schedules.
* Arrange and confirm appointments.
* Handle incoming mail from different hotels.
* Receive payment from the hotels.
* Created and maintained computer- and paper-based filing and organization systems for records, reports and documents.
* Coordinate the flow of information both internally and externally.
* Investigated issues and problems from the staff.
* Wrote and distributed meeting minutes to different hotels.
* Process travel expenses and reimbursement requests.

**Data Encoder November 2005 – February 2008**

**MIS Provincial Capitol Iloilo City, Philippines**

* Prepares source data for computer entry by compiling and sorting information; establishing entry priorities.
* Processes customer and account source documents by reviewing data for deficiencies; resolving discrepancies by using standard procedures or returning incomplete documents to the team leader for resolution.
* Enters customer and account data by inputting alphabetic and numeric information on keyboard or optical scanner according to screen format.
* Maintains data entry requirements by following data program techniques and procedures.
* Verifies entered customer and account data by reviewing, correcting, deleting, or reentering data; combining data from both systems when account information is incomplete; purging files to eliminate duplication of data.
* Tests customer and account system changes and upgrades by inputting new data; reviewing output.
* Secures information by completing data base backups.
* Maintains operations by following policies and procedures; reporting needed changes.
* Maintains customer confidence and protects operations by keeping information confidential.
* Contributes to team effort by accomplishing related results as needed.

**Sales Associate April 1999-December 2003**

**BUM and CRIMSON Company, SM Iloilo Philippines**

* Ensure high levels of customer satisfaction through excellent sales service
* Assess customer’s needs and provide assistance and information on product features
* “Go the extra mile” to drive sales
* Maintain in-stock and presentable condition assigned areas
* Actively seek out customers in store
* Remain knowledgeable on products offered and discuss available options
* Cross sell products
* Team up with co-workers to ensure proper customer service
* Build productive trust relationships with customers

**Training**

Essential Food Safety Training Certificate Syscoms College

Abu Dhabi Food Control Authority Date Expiry 10/07/2017

**Education**

Associate in Computer Technology

Iloilo State College of Fisheries SY: 2005-2006

Bachelor of Science in Electrical Engineering

Western Visayas College State Technology (Undergraduate)