

***BUSINESS CENTRE SECRETARY, Front Office***

**Crowne Plaza Hotel – Dubai, UAE**

**BEBE (Royal Sporting House Middle East L.L.C.) Dubai, U.A.E.**

* Assists visitors and guests with their requirements at the Business Office
* Manages incoming and outgoing calls at the Business Centre
* Keeps Filing System Organized
* Sorts and records all incoming and outgoing communications
* Prepares inter-office and external correspondence as required
* Office supplies requisition and inventory
* Handles Internal and External Mails and Emails
* Preparation and distribution of Welcome Letters to guests
* Provides first class assistance to guests and In-charge of overall office duties.
* Keeps a timely and accurate track of hotel activities, services, facilities updates and future happenings to ensure efficiency in handling inquiries from guests and visitors

February 2007 – Present

**WORK EXPEREINCE**

**CAREER GOAL**

Seeking a challenging position and rewarding experience in your company to do my best on the duty and task given regarding my knowledge, skills and wellbeing in the different field that will enhance my professional skills in a dynamic and stable workplace.



**LORY**

***HOSTESS, Crowne Plaza Club***

**Crowne Plaza Hotel – Dubai, UAE**

June 2002 – January 2007

* Assist guests in Check-in and Check-out at the Front Desk
* Arrange reservations and Transport requirements for guests
* Service and Assistance to guests
* Prepare reports on a daily basis
* Makes the Roster/Attendance
* Handles Requests and Inventory of the bar stock
* Reports to the F&B and Front Office Department



**PROFILE**

A professional with more than 8 years in Administrative support functions from a reputable 5-star hotel in Dubai with expertise in Guest Service Skills. Has the capability of working in a multi-cultural and multi-national environment. Effectively works under extreme pressure and in a fast-paced situation. Lastly, I am distinguished for dedication and aspiration to go on extra mile for service.

***BAR WAITRESS***

**Sheraton Dubai Creek, Dubai, UAE**

**June 1997 –**

**March 2001**

***RESTAURANT ATTENDANT***

**Alps Philippines, Philippines**

**1995 - 1997**

* Manages Incoming and Outgoing calls
* Handles stock Inventory
* Merchandiser



**EDUCATION**

**HOTEL AND RESTAURANT MANAGEMENT**

Lyceum of the Philippines, Manila, Philippines

**CORE SKILLS**

* Crowne Plaza Hotel – Make It Happen Training
* Training skills IQ & I-Arrive
* Training Seminars on Hotel Orientation and Customer Comes First
* Handling Guest Complaints and Telephone Techniques Training
* Bomb Threat and Fire Training
* Personal Grooming, Hygiene and Standards

**EMAIL:** **lory.324715@2freemail.com**

**DEPARTMENT TRAININGS**



* Operating the application OPERA
* Basic knowledge and training on: -Wireless & ADSL High Speed Internet Service

-Basic Computer troubleshooting

 -Server and laptop connection configuration.

* MS Office such as MS Word, MS PowerPoint, MS Excel, Publisher and Outlook.
* Overall office duties: Faxing, Typing, Filing, answering incoming and outgoing calls, Scanning and Photocopying.