**MA. MARIZZA**

**Email:** [**MARIZZA.325751@2freemail.com**](mailto:MARIZZA.325751@2freemail.com)

**CAREER OBJECTIVE**: To have a suitable long term employment for a regular position or any related position that would apply my knowledge, harness my personal skills and serve the company with competence and integrity.

**EMPLOYMENT HISTORY:**

**1. MARCH 2006 – PRESENT**

**ORDER TAKER** - Crowne Plaza hotel Dubai Room Service

* **PURPOSE:**

Under the direction of the Room Service Manager or his/her delegate, and within the limits of established IHC Policies and Procedures, the Room Service Order taker receives all quest requests in Room Service Division.

* **RELATIONSHIPS:**

1. Reporting to the Room Service Manager or his Assistant.

2. Delegates and work closely with the Room Service staff.

3. Communicates with other Food & Beverage Outlet and other departments (front Desk, Housekeeping, etc.)

* **DUTIES AND RESPONSIBILITIES:**

1. Responsible for the day-to-day order taking in room service to achieve the optimum quest satisfaction.

2. Assures the day-to-day order taking of the room service division to achieve the optimum quality level of service.

3. Writes down quests’ positive and negative comments on a log book.

4. Participates in service as necessary in accordance with the requirements and practices of the department.

5. Answers the phone within three rings (IHG Standards).

6. Takes down quest orders and input them in the MICROS system.

7. Updates the board with a. VIP list b. Occupancy c. Items 86 d. Guests with special needs e. Promotional items f. Special information

8. Ensures that Food & Beverage orders and amenities are sent on time.

9. Ensures the cleanliness of the office.

10. Responsible for arranging the office and keeping it organized.

11. Closes up all checks after service.

12. Ensures correct filling of all room service filling paper work.

13. Helps colleagues in setting up tables and trays according to orders.

14. Up-to-date knowledge of the menu to improve up-selling procedures

15. Perform related duties and special project as assigned.

16. Participates in functions and activities with other outlets when required

**2. JANUARY 2005 – FEBRUARY 2006**

**WAITRESS / CASHIER -** Crowned Plaza Hotel Dubai Cappuccinos Coffee shop

* **DUTIES AND RESPONSIBILITIES:**

1. Taking order

2. Preparing the beverages order

3. Table set-up

4. Preparing check

5. Mise en place

6. Preparing garnish

7. Handling quest complain

8. Taking cake order

**3. June 2003 – January 2006**

**Waitress / Cashier** - Crowned Plaza Hotel Dubai Al Dana Int’l Restaurant

* **DUTIES AND RESPONSIBILITIES:**

1. Greeting the quest

2. Assist quest in there table

3. Taking food and beverages order

4. Table set-up

5. Preparing checks

6. Handling Incoming calls

7. Handling quest complain

**4. October 2002 – May 2003**

**Receptionist** - Loyal Banda Int’l Agency, Philippines

* **DUTIES AND RESPONSIBILITIES:**

1. Handling Incoming and outgoing calls

2. Handling emails

3. Assisting Clients

4. Preparing Agenda for the meeting

5. Preparing all the documents

6. Giving the relevant information

7. Handling Incoming Fax and Outgoing Fax

8. Handling Mails and Outgoing Mails

9. Filling all the papers works

**5. November 1998 – October 1999**

**Executive Secretary** - Laundry Factory Philippines

* **DUTIES AND RESPONSIBILITIES:**

1. Taking Charge the operation

2. Reporting directly to the manager

3. Handle customer complain

4. Delegates closely working with the staff

5. Handling incoming and outgoing calls

6. Preparing the report

**SPECIAL SKILLS:**

• Computer Literate

• Can handle office procedures

• Other interest Music & Arts.

• Playing table tennis

**PERSONAL DATA:**

• Status: Single

• Nationality: Filipino

• Date of Birth: September 19, 1974

• Sex: Female

**CHARACTER REFERENCE:**

Available upon request