

**Cresziel**

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**Objective**:

Looking for a position as a team player with a people-oriented organization where I will be able to maximize my experience in customer-service inside a challenging environment for achieving all the corporate goals.

**Personal Information**:

Date of Birth: July 25, 1984

Nationality: Filipino

Height: 5’0

Weight: 48kg

Place of Birth: Occidental Mindoro

**Personal Characteristics/Skills:**

I am friendly, responsible, and well motivated person able to carry out duties with efficiency. I consider myself as well presented and have a mature outlook in life. I am also flexible and can work under pressure and with minimum supervision. I am also familiar in using MICROS system and PMS OPERA Management System as well as Microsoft Outlook, MS Word and basic MS Excel.

**Educational Background**

**Secondary:**             San Rafael High School

                                    Abra de Ilog Occidental Mindoro

                                     S.Y 1997 – 2001

**Primary:**                    Abra de Ilog Central School

                                    Occidental Mindoro

                                    S.Y 1991-1997

**Hobbies or Interest:** Creating relationship with customer building skill worked together with company to successful performs.

**Work Experience**

**Housekeeping Coordinator (trainee)**: Housekeeping Department

                         Po Box 2525 Dubai International Airport

United Arab Emirates- September 2015-present

**My responsibility,**

* To be responsible for the supervision and coordination of the Assistant Housekeeping Manager and Housekeeping Assistant Managers by making sure that these services are available and carried out with the utmost efficiency.
* To study and evaluate the operation of the Housekeeping Department, and suggest improvements to the Housekeeping Manager.
* To assign duties and responsibilities to subordinates, assisting the Housekeeping Attendants, Assistant Housekeeping Managers and Housekeeping Assistant Managers in their duties.
* To check the Linen Room and pantry areas to ensure the smooth flow of the guest supplies, uniform and linen.
* To maintain a record of Planned Preventive Maintenance cleaning work i.e. window cleaning, carpet shampooing, mattress turning, bedspread cleaning, blanket cleaning and general rooms cleaning.
* To follow-up on all out of order rooms.
* To ensure correct distribution and control of master keys.
* To conduct inspections of corridors, service areas, pantries, staircases and Public Area toilets to ensure proper cleaning.
* To take note of "In house VIP's and arriving VIP's.
* To ensure that all suites and rooms are inspected thoroughly.
* To ensure that all equipment is well maintained and handled correctly.
* To handle guest complaints in accordance with the hotel policy, reporting all complaints to the Housekeeping Manager.
* To check the logbooks and follow up on outstanding matters.
* To assist in taking various inventories.
* Ensure the training calendar in the department and colleagues are trained through on the job training and Lobster resources

**Chambermaid: Dubai International Hotel**

                                    Housekeeping Department

                                    Po Box 2525 Dubai International Airport

                                    United Arab Emirates- August 2015

* My role to target success for the guest rooms to change linens, this involves stripping the beds, gathering any dirt towels, making the bed with fresh sheets, as well as replenish any supply that guest may have used and providing turn-down service.

**Receptionist: Kaust –Inn Hotel**

Front Office Department

Saudi Oger Ltd- Jeddah-Thuwal

                                    Saudi Arabia Jeddah- April 2012

* Saudi oger role is to maintain and operation in KAUST- R&F and Campus- King Abdullah University of Science and technology} my role an interesting challenge in Kaust-INN hotel as receptionist to huge role to play. My pleasure greeting is very important for welcoming the guest, the task primarily checking in the guest with friend appeals, supplying them with the requisite room keys, guiding them to their rooms, assistance while checking out and make sure the payments are fulfilled.

**My responsibility,**

* A courteous attitude is too maintained while maintaining the entries.
* Attend the calls for the hotel customers who are in need
* Keep the reception counter clean
* Satisfy the request that the guest make for the comfort and ease
* Must be quick in response when emergency evacuation is required
* Deal the maintenance trifles with the line manager
* Updated oneself with the hotel pricing and other facilities while informing the incoming guest
* Looks after the reservation as well as cancellations
* Takes part at the team meetings
* Conducts the information provided by the managements team
* Maintain the policies affixed by the company
* Enhance the knowledge with the in house training
* Reporting of the security concerns and inform other in case of any trifles

**Character Reference:** (Available upon request**)**