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| **CURRICULUM VITAE** |



**Analyn**

**Analyn.333706@2freemail.com**

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| **CAREER OBJECTIVE:** |
| To be part of a dynamic and progressive organization that suits my qualification and where I can utilize and enhance my knowledge, skills and capabilities in a more competitive move in my career. |

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| **CORE COMPETENCIES:** |
| Client Relationship Management Client Need AssessmentOffice Management Interpersonal SkillsProblem Solving |

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| **WORKING EXPERIENCES:** |
| **GROUP COORDINATOR-**Amwaj Rotana Jumeirah Beach Residence 5-star Hotel Revenue Department |
| October 01,2011 up to present |
| * Handles room and meeting inquiries, draft offer letters /contract letters to be sent out to client
* Follow-up proposals, confirmations, amendments or agreement etc. and payment for both rooms and meeting space
* Follow-up of group inquiries and monitor closely the cut-off date
* Work closely and coordinates with Catering & Events department.
* Set-up group booking information in the property management system once a group has been established
* Ensure group information, rate code, billing instructions rooming lists are accurately entered
* Create and maintain group files and update any information such as meal instructions, transportation arrangement, very important person from the group, etc.
* Conduct weekly group meeting to have an overview and preparations prior to group arrival.
* Prepare and send out the group information sheet to department concerned mainly Front office,

Housekeeping, concierge and F& B department to ensure all necessary requirements are all taken care of prior to group arrival and departure.* Arrange and conduct pre-con meetings with the clients together with the concerned department to ensure all arrangements are taken care of.
* Monitor and prepare weekly group pick-up report highlighting release dates of the group blocks, proactively follow-up pending informations such as rooming lists, visa processing, and cascades any last minute changes to concerned department.
* Reporting directly to Cluster Director of Revenue and Director of Corporate & Events.
* Assists and handle individual reservation inquiries as necessary
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| **RESERVATION AGENT -** Amwaj Rotana Jumeirah Beach Residence 5-star HotelRevenue Department |
| March 22,2010 to September 30,2011(PRE-OPENING) |
| * Receives process and confirm guest room reservations made by client on the phone, emails, or fax.
* Input all reservations into the computer recording all pertinent information.
* Attends enquiries, complaints and requests regarding reservations.
* Remains up to date with all promotions in and around the hotel and selling strategy of the day.
* Follows established procedures to process all rooms reservations, rates, confirmations, hotel facilities.
* Maintains established filing systems and correspondence.
* Check the no show record of last night
* Check traces and action
* Responsible on handling global email and distribute to team members accordingly
* Responsible for correspondence check for the next day arrival.
* Collates and prepares reports as required by Assistant Reservation Manager.
* Inform Reservation Manager of any special request relevant to reservation
* Promotes and maintains good public relations and endeavors to maximize business.
* Maintains an accurate rooms status at all times
* Carries out weekly inventory of office supplies and prepares requisition accordingly.
* Organizes visa request and check pending visa for hotel guest as per hotel policy.
* Maintains the IFH call standard accordingly.
* Conduct effective weekly trainings in the department
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| **GUEST SERVICE AGENT**Front Office DepartmentVilla Rotana Hotel Dubai, U.A.E |
| Dec 2007 to March 15,2010 (PRE-OPENING) |
| * Welcomes and greets every guest in the hotel
* Making sure the accuracy of cashier float in every shift.
* Performs the front office system (OPERA system) up to the standard of performance of the hotel.
* Assist the guest in every inquiry made either tours, hotel information, things to do, reservations (restaurant/hotels/tours)
* Maintains an up to date knowledge of hotel and local services and supplies information to respond to guest queries.
* Using computerized Front Office System, process accounts from check-in to checkout, accurate posting of all transactions
* Accurately administer front desk clerical system & procedures
* Ensure balance account of the day’s business at end shift
* Complies all laid down system and procedures
* Maintains an awareness of sales opportunity maximizing/meeting & exceeding guest expectation.
* Handles room reservation according to IFH standard.
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| **RECREATION RECEPTIONIST**- Villa Rotana Hotel Dubai, U.A.ERecreation Department  |
| Nov 2006 to Nov 2007 (PRE-OPENING) |
| * Welcomes and greet the guest and assist in the health club
* Handles membership inquiries.
* Promote the health club to increase the numbers of members.
* Monitors and handle expired memberships for renewal
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| **Trainings and Achievements** |
| **Completed Cross training as Events Executive- Amwaj Rotana Hotel (March –May 2016)**Best Employee of the Month- Amwaj Rotana Jumeirah Beach (June 2011) Certified Departmental Trainer of Revenue DepartmentGold Certificate - IFH callDestination Leadership –Amwaj Rotana HotelManaging Colleague Development –Amwaj Rotana Hotel Managing People’s Performance – Amwaj Rotana Hotel |

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| **EDUCATIONAL BACKGROUND:** |
| **BSBA Marketing Graduate**- **Philippine School of Business Administration Q.C, Philippines – 2003** |
| **SKILLS:** |
| Computer literate: Microsoft Office (Word, Excel, PowerPoint), OPERA, FBM system, and Outlook. |
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 **I hereby certify that facts contained in this resume are true and complete to the best of my knowledge.**