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| **CURRICULUM VITAE** |



**Analyn**

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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 Assessment  Office Management Interpersonal Skills  Problem 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 Hotel  Revenue 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 Department  Villa 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.E  Recreation 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 Department  Gold Certificate - IFH call  Destination Leadership –Amwaj Rotana Hotel  Managing 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.**