**Jolina**

[**Jolina.334150@2freemail.com**](mailto:Jolina.334150@2freemail.com)

**OBJECTIVE**

To enhance my professional skills in a dynamic and stable workplace.

**EDUCATIONAL BACKGROUND**

Tertiary : **Lyceum of the Philippines University - Batangas**

Bachelor of Science in International Travel and Tourism Management

2016

Secondary : **Saint Bridget College**

2008 – 2012

Elementary : **San Roque Elementary School**

2002– 2008

**WORKING EXPERIENCE:**

**LUKS LOFTS HOTEL AND RESIDENCES**

May – October 2016

Front Desk Officer

* Helps guests complete registration cards and then assigns rooms, accommodating special requests whenever.
* Adheres to proper credit, check- cashing, and cash handling policies and procedures.
* Presents options and alternatives to guests and offers assistance in making choices.

**On the Job Training at SKYLOGISTICS PHILIPPINES INC NAIA Terminal 2**

April – June 2015

* Checks Passengers documents and Checks in their baggage/luggage
* Ensure proper handling of their luggage
* Makes public announcements and coordinates passenger aircraft boarding and deplaning at the gate area
* Provides assistance and inquiries for passenger

**COZY TRAVEL AND TOURS AGENCY –Pallocan West, Batangas City**

January – February 2014

* Encoding in MS Office
* Booking in the GDS (Galileo, Abacus and Amadeus)
* Making tour itinerary , packages and promos
* Entertain telephone calls regarding inquiries from prospective clients
* Call the airline companies for follow-up and booking updates
* Filing and any other task assigned by the travel consultant

**CLAWDADDY Crabhouse& American Grill – Bonifacio Global City Taguig**

October – November 2013

* Food and Beverage (dining Mis En place,order taking of food and suggestive selling, proper service of food and proper table clearing)

**TRANINGS AND SEMINARS ATTENDED**

* **Training in Hospitality Technology Courseware using Micros Opera Management System**

Lyceum of the Philippines University, Batangas

October 24, 2013

* **American Hospitality Academy in “Professional Development”**

Online World Campus

October 2, 2013

* **Amadeus E Learning – Reservation Essentials**

Ayala Avenue, Makati City

September 20, 2013

* **“Challenges and Issues in Managing Quality Service for Tourism and Hospitality Customer”**

Held at Freedom Hall

Lyceum of the Philippines University, Batangas

July 30, 2015

* **Hotel Familiarization Stay and Learn**

Shangrila-Edsa Makati

March 17, 2012

* **“Customers of the Future: Adapting to Changing Customers Attitudes and Behavior”**

Held at Freedom Hall

Lyceum of the Philippines University, Batangas

August 28, 2012

**SKILLS:**

* Able to work efficiently in a team environment.
* Highly adaptable, positive open to new ideas.
* Dependable, responsible contributor committed to excellence and success.

***I hereby certify that the above information is true and correct according to my knowledge and belief.***

**Applicant**