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**Gladys**

**Gladys.336132@2freemail.com**

**KEY QUALIFICATIONS**

* With high degree of initiative, flexibility and resourcefulness with a drive for efficient results
* Excellent interpersonal skills, ability to establish and maintain excellent work relations in a team environment
* Excellent time management skills, ability to prioritize assignment, and work effectively under pressure with minimum supervision
* Excellent written and verbal communication skills in English
* Proficient in MS Office and Internet usage

**WORK EXPERIENCES**

* **Personal Asisstant**

***for Jowaher Bnt Abdulaziz Bn Salman Al Saud***

***Princes of Kingdom of Saudi Arabia***

***(September 2013 to October 2015)***

* Organizes and maintains diaries and appointments
* Arranges travel, visas, accommodation and itineraries
* Plans and supervises (with internal and external staff or agents) events
* Deals with suppliers, other staff members, visitors and clients
* Makes personal background research for individual presentation during briefings
* Assists and accommodates VIP
* **Receptionist / Waitress**

***Greenbelt Lounge***

***Dubai, U.A.E***

***(March 2012 to July 2012)***

* Maintains the highest quality and consistency of product and service standards
* Greets all customers with fast, friendly, personalized service and develops rapport by learning and acknowledging their names, favourite drinks and food items
* Describe menu items to customers or suggest products that might appeal to them.
* Coordinates with the kitchen or bar staff to ensure smooth order handling operations
* Routinely cleans the bar area, floor, windows and grinders, and takes out trash, etc.
* Accurately enters sales orders into payment register, process credit card and cash payments and calculates sales for the day report
* Helps in enhancing choices from the menu- based on customer’s most requested food and drinks
* Ensures availability of stocks by cross checking kitchen items start, midday and at the end of shift
* Places orders for grocery items at the head office to ensure stock replacement
* **Waitress / Barmaid**

***Fullerton Waterboat House***

***3 Fullerton Road, Singapore***

***(May 2010 to November 2010)***

* Prepares alcoholic and non-alcoholic drinks to customers
* Interacts with customers and take orders for drinks, snacks and other menu items
* Maintains a clean working area by sweeping, vacuuming, dusting, cleaning of glass doors and windows, etc. if required
* Collects and enters payments into sales register
* Prepares inventory or purchase requisitions as needed to replenish supplies
* Ensures that the assigned bar area is fully equipped with tools and products needed for Mixing beverages and serving guests
* Complies with all food and beverage regulations
* **Administrative Office Clerk**

***Department Of Environment and Natural Resources***

***Tandag City, Philippines***

***(October 2010 to February 2012)***

* Compiles and maintains records of business transactions and office activities, performing variety of following or similar clerical duties and utilizing knowledge of systems or procedures: Copies data and compiles records and reports
* Tabulates and posts data in record books
* Records orders for merchandise or service
* Prepares stock inventory
* Operates office machines, such as typewriter, adding, calculating, and duplicating machines
* Opens and routes incoming mail, answers correspondence, and prepares outgoing mail

**EDUCATIONAL BACKGROUND**

Highest Education Level Bachelor of Science in Hotel and Restaurant Management

Mindanao State University

Philippines

March 2009

**TRAININGS**

2016 STCW Basic Training (Personal Survival Technique, Fire Prevention and Fire Fighting, Basic First Aid and Personal Safety and Social Responsibility)

2009 Food and Beverage Handling

2009 Housekeeping Services

**PERSONAL INFORMATION**

Date of Birth : September 03, 1984

Marital Status : Single

Nationality : Filipino

Spoken Language : English and Tagalog

**REFERENCES**

* Available upon request

*I hereby certify that the above information is true and correct.*

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